

PROGRAM MANAGER MEETING

Children, Youth and Families | Behavioral Health Services September 9, 2021 | Zoom | 9:30 a.m. – 11:30 p.m. Breakout Session STRTP/Wraparound Providers 11:30 a.m. - 12:00 p.m.

Meeting Summary

ITEM	SUMMARY/ ACTION ITEMS
1. Welcome – Amanda Lance-Sexton 2. Pathways to Well-Being (PWB) (MH) (handout) – Amanda "Mandy" Kaufman o Education Letter and Memo o Revised CFT Meeting Survey link and form fill: https://www.surveymonkey.com/r/CFTSurveySD o PWB Focus Groups on Provider, Youth, and Caregiver experience in Virtual CFT Meetings	 Education Letter and Memo Letter will be utilized by CFT Meeting Facilitation Program when BHS Providers list Education Representative on CFT Meeting Referral Form. Revised CFT Meeting Survey has 2 new questions pertaining to CFT meeting platform preference. PWB Focus Groups on Provider, Youth, and Caregiver experience in Virtual CFT Meetings If interested in participating, please contact Amanda.Kaufman@sdcounty.ca.gov
3. Continuum of Care Reform (CCR) (MH) (handout) – Seth Williams 5 minutes o Introduce Newly Contracted Short-Term Residential Therapeutic Programs (STRTP) o Transition Determination Plan Update – Signature requirement for Parent/Guardian, Conservator and Placing Agency Representative removed	 Welcome Varsity Team as a newly BHS contracted STRTP. The requirements on the Transition Determination Plan (TDP) for a signature from a Parent/Guardian, Conservator and Placing Agency Representative has been removed.
4. QM Updates (SOC) (handout) – Casie Johnson-Taylor	 Reviewed August 2021 MH UTTM MH and SUD UTTM included in meeting packet
5. Teen Relationship Violence and Digital/Technology Abuse (SOC) (handout) - Diane Doherty, Executive Director of - Your Safe Place — a Family Justice Center, Office of the City Attorney	 Youth, age 16-24, are more vulnerable to intimate partner violence than any other age group at a rate of almost triple the national average. Digital abuse is another form of an abusive relationship. Your Safe Place, a Family Justice Center offers a safe and confidential space. Free, comprehensive services. Clients Served are adult, elder and youth/teen victims of sex trafficking, sexual assault, and domestic



	violence. The San Diego Family Justice Center (SDFJC)
	connects clients to on and off-site services.
6. SDCC FFAST Therapeutic Foster Care (MH) (handout) – Jeannie Oestreicher, San Diego Center for Children	 Therapeutic Foster Care (TFC) is a short-term, intensive, highly coordinated, trauma-informed, and individualized intervention, provided by a TFC parent to a child or youth who has complex emotional and behavioral needs.
7. Community Achievement Centers (SOC) (handout) Nadia Muhammadi, Vanessa Sanchez Carrillo, San Diego Youth Services	 Afterschool rehabilitative program that empowers youth through positive youth development, restorative practices, and trauma informed care to support youth to successfully complete the terms of probation and prevent further justice involvement.
8. Program Updates – Teen Recovery Centers (TRC) (SOC) (handout) O North Coastal TRC – Marisa Venancio, North County Lifeline North Central TRC – Liz Winchell, Mental Health Systems, Inc.	 North Coastal TRC TrueLife Recovery serving youth 12-17 years old in need of outpatient drug and alcohol treatment services. Program offers individual counseling, group therapy, family therapy, and case management. North Central TRC serving youth 12-17 years old with a primary substance use disorder diagnosis. Outpatient services are offered in-person at certified sites, via telehealth and in the community.
9. Announcements (SOC)	o QSR (due October 15 th) QSRs are being individualized
o QSR (due October 15 th)	for all programs and will be disseminated shortly—as
o Site Visits o Outcomes Committee	a reminder, Q1 QSRs are due October 15th o Site Visits: Annual Site visits are commencing- please
o Peer Support	keep an eye out for the annual site visit tool as well as
o SOAP MAT (handout)	scheduling an onsite visit with your COR team.
o Emergency Rental Assistance Program (ERAP)	o Outcomes Committee: As a reminder, CYF has a
(handout) Updates and New Assistance Programs	System of Care Outcomes Committee that meets bi- monthly to review outcomes and program processes-
 Update to Existing Program – "ERAP Term 2" 	If your legal entity does not have representation on
 New – Rental Assistance for Small Landlords 	the outcomes committee, please reach out to
(RASL) o Rental Assistance for Small Landlords	Amanda.lance-sexton@sdcounty.ca.gov to be included in the in the upcoming meeting invitation.
New – Security Deposit Assistance Program	o Peer Support : Peers have been added to the Peri SUD
(SDAP)	OP programs, in upcoming amendments they will be
 Security Deposit Assistance Program Application Resources 	added to the Teen SUD OP programs and at some point in the future will be added to SUD residential
ERAP Informational webinars for	programs
landlords are held on the 1 st and 3 rd	o To be qualified as a Peer Support Specialist,
Thursday of every month from 9 a.m. – 10	candidates must have lived experience, either in
a.m. To join the meeting and get more information, please visit: COVID-19	mental health or substance use issues. o San Diego County will be pursuing a centralized
information, please visit. COVID-13	statewide peer certification program through



- Emergency Rental Assistance Program (sandiegocounty.gov)
- SDCOE Mental Health Resources (handout)
- o Countywide MCRT (handout)
- o 12th Annual Early Childhood Mental
 Health Conference We Can't Wait
 September 23-25, 2021 Virtual Event
 Emerging from COVID, Conflict and
 Chaos: Creating a Resilient Future for our
 Children and Communities
 To Register: Click Here or visit:
 www.earlychildhoodmentalhealthsandiego.com

For Registration Information: Click Here to view the Conference Agenda: Click Here

Save the Dates - Live Well Advance
 Conference 2021
 November 17 (1-5:00pm), November 18
 (8:00 am – 12:00pm)
 Registration available in mid-October:
 <u>Live Well San Diego Home</u>
 (livewellsd.org)

- CalMHSA. The time for this certification process to begin is still being determined
- SOAP MAT (handout) SOAP MAT program is now serving youth
- SOAP MAT, LLC is an outpatient treatment program for substance use disorder. The goal is to provide affordable, medication assisted treatment (MAT), utilizing the harm reduction model and evidence based practices.
- o **Emergency Rental Assistance Program** (ERAP) (handout) Updates and New Assistance Programs
 - Update to Existing Program "ERAP Term 2"
 - New Rental Assistance for Small Landlords (RASL)
- Rental Assistance for Small Landlords
 - New Security Deposit Assistance Program (SDAP)
- Security Deposit Assistance Program
- Application Resources
- ERAP Informational webinars for landlords are held on the 1st and 3rd Thursday of every month from 9 a.m. – 10 a.m. To join the meeting and get more information, please visit: <u>COVID-19 Emergency Rental</u> <u>Assistance Program (sandiegocounty.gov)</u>
- SDCOE Mental Health Resources (handout) Student,
 Staff and Parent resources
- Countywide MCRT (handout) Mobile Crisis Response Team-has expanded via Telecare – more information here: https://www.telecarecorp.com/telecare-mcrt
- 12th Annual Early Childhood Mental Health Conference - We Can't Wait
 September 23-25, 2021 - Virtual Event Is next weekinformation is in the agenda for registration
 Emerging from COVID, Conflict and Chaos: Creating a Resilient Future for our Children and Communities

To Register: Click Here or visit:

<u>www.earlychildhoodmentalhealth-sandiego.com</u>
For Registration Information: Click Here to view the Conference Agenda: Click Here

Save the Dates - Live Well Advance Conference 2021
 November 17 (1-5:00pm), November 18 (8:00 am – 12:00pm)

Registration available in mid-October: <u>Live Well San</u> Diego Home (livewellsd.org)

10. Breakout Session

o STRTP/Wraparound Providers

Next Meeting: November 4, 2021 9:30-11:30 a.m.

Request for Education Representative at CFT Meeting

DATE:
California's Pathways to Well-Being and Continuum of Care Reform support Child Welfare Services (CWS) involved youth through the formulation of a Child and Family Team (CFT). The CFT brings together the youth, family, CWS worker, Behavioral Health Services (BHS) provider and Probation Officer (as applicable), education representatives, and other critical partners, with an emphasis on inclusion of natural supports who will stay with the family after formal supports have stepped out. The goal of the CFT is to ensure the safety, well-being, and permanent living placement of the youth. The CFT is integral in assuring there is collaboration among those providing support and services to the youth and family. CFT meetings, which occur at least every 90 days, are one way the CFT communicates.
Caregivers, BHS, CWS, and Probation recognize education is a critical life domain for youth. Educators can be significant supports in a youth's life, and indicators show that education is imperative for youth to be successfue into adulthood.
This invitation is extended at the request of the youth/family to have an educational representative participate in a CFT meeting. Information asked to be shared by educational representatives may include the youth's educational strengths, any potential needs regarding the youth's education, and other educational indicators, such as current grades/grade point average, attendance, and completed educational assessments.
It is our hope that you or a designated educational representative from the youth's school or district will join us to support this youth at the following date and time.
Please find enclosed an Authorization to Use or Disclose Protected Health Information.
Further information on the educational representative role in the CFT meeting can be found here:
https://theacademy.sdsu.edu/elearning/child-and-family-team-roles-and-responsibilities/
Thank you.
A CFT meeting is scheduled for (Name of Student)
Date/time:
Location:
To RSVP or if you have any questions, please feel free to contact me: BHS/CWS/ Probation/ CFT Meeting Facilitator Program Name: Email: Telephone number:





Behavioral Health Services (BHS) – Contractor Information Notice

To:	BHS – Pathways to Well-Being Providers
From:	Behavioral Health Services
Date:	August 4, 2021
Title	Education Representatives in Child and Family Team Meetings

Background

Per the California Integrated Core Practice Model for Children, Youth and Families (2018), an integral component of the Child and Family Team (CFT) process is facilitating connection and collaboration with educational supports. Educational supports, such as a school counselor or teacher, can assist in identifying educational needs, strengths, and resources within the CFT planning process. Educational supports can also address potential barriers to school success and collaborate to arrange access to school-based services.

Request of Education Representative at a CFT Meeting Letter

BHS, in collaboration with San Diego County Office of Education, Child Welfare Services, Juvenile Probation, and the CFT Meeting Facilitation Program, developed the "Request for Education Representative at a CFT Meeting" letter for CFT members to utilize when requesting Educational Representative attendance at CFT meetings.

Effective August 1, 2021, when a BHS provider requests the attendance of an Educational Representative at the CFT meeting through the completion of the CFT meeting referral form, the **CFT Meeting Facilitation Program will provide the "Request for Education Representative at a CFT Meeting" letter** directly to the Educational Representative indicated on the referral form. The "Request for Education Representative at a CFT Meeting" letter is attached to this memo and located on the <u>Responsive Integrated Health Solutions (RIHS) Webpage</u>.

Attachments

"Request for Education Representative at a CFT Meeting" letter

Reference

- The California Integrated Core Practice Model (ICPM) for Children, Youth and Families
- Pathways to Well-Being "Child and Family Team Roles and Responsibilities" eLearning

For More Information:

Contact your Contracting Officer's Representative (COR)

1 of 1 2021-08-04

Date of Meeting:	Facilitator:	:

Child and Family Team Meeting Survey Form

Thank you for taking the time to complete this survey before you leave today. This survey is used to improve the process of Child and Family Team meetings.

	Child/Youth	Caregiver Resource Family Relative Resource Family Tribal Representative Educator Other:	Superviso CASA Medical S Behavioral Ho	ervices Pro	vider ler:				
		Questions – Scale							
	1. Strongly Disagree 2. Disa	ngree 3. Neutral	4. Agree	5. Strongl	y Agı	ee			
	For each question below, circ	le the number to the right	that best fits your	response.	9				Ø.
1.	I understood what the CFT meeting was bef	fore the meeting started			1	2	3	4	5
2.	I had the opportunity to be involved in plan create the agenda, agreeing on a meeting to or other details	ime and location, suggestin	g other participan	ts,	1	2	3	4	5
3.	The team was able to follow and implement	t the group agreements			1	2	3	4	5
4.	I shared / was asked to share the youth and	I family strengths			1	2	3	4	5
5.	Adequate time was spent on the topics as needed						5		
6.	I was able to participate and contribute free decision-making process				1	2	3	4	5
7.	Behavioral health needs and/or concerns w	ere addressed in the meeti	ng		1	2	3	4	5
8.	The CANS was discussed in the meeting and	d it was used to inform the	action plan	N/A	1	2	3	4	5
9.	Facilitator created an action plan with who,	, when and what had to be	accomplished.		1	2	3	4	5
10.	The action plan was created and individuali	zed to the child and family'	s best interest.		1	2	3	4	5
11.	Cultural factors were respected and include	ed during the discussion.			1	2	3	4	5
Wh	at went well during the meeting:								
Wh	at would make the CFT meeting better:								

Date of	Meeting: Facilitator:
Please a	also give your input about the platform utilized for the CFT Meeting.
1.	 What is your CFT Meeting platform preference? Please rank from first choice (1) to last choice (4). In Person: 1 2 3 4 Video based – able to see people while they are talking (ex: ZOOM, TEAMS): 1 2 3 4 Phone based – unable to see people while they are talking (ex: conference now app, phone meeting): 1 2 3 4 Combination of In-person and video or phone based: 1 2 3 4

2021

San Diego County Mental Health Services Short-Term Residential Therapeutic Program (STRTP) TRANSITION DETERMINATION PLAN

WHEN: Completed and signed by a member of the STRTP mental health program staff

within 14 days prior to the date the child/youth transitions from a Short-Term

Residential Therapeutic Program (STRTP).

ON WHOM: All children/youth placed in the STRTP.

COMPLETED BY: A licensed/registered/waivered mental health clinician.

MODE OF

COMPLETION: Entered in the Electronic Health Record (EHR).

*A copy shall be provided, as applicable, to the parent, guardian, conservator, or person identified by the court to participate in the decision to place the child/youth

in the STRTP.

REQUIRED

ELEMENTS: Client name: Enter the client's name.

Client Preferred Pronouns: Enter pronouns based on child's preference.

Case number from EHR: Enter the client's unique client number.

STRTP name: Enter the name of the STRTP facility.

Date of admission: Enter the date the client was admitted to the program.

Anticipated transition date: Enter the planned date of discharge from the STRTP

(not including aftercare services provided by the STRTP).

1. Reason for Admission

- Describe events in sequence leading to admission into the STRTP.
- Describe primary need upon admission to the STRTP.

2. Reason for Discharge from STRTP Placement

- Choose the most appropriate reason for discharge from the drop-down menu (higher level of care, lower level of care, alternate STRTP/residential setting, client did not return/AWOL, other)
- If a child/youth transitions to a family or home-based placement select- Lower level of care.
- If the child/youth was hospitalized or incarcerated select- Higher level of care.
- If other is selected, provide an explanation of reason for transition.

3. Living Placement upon Discharge from STRTP

- Choose the most appropriate living placement from the drop-down menu (biological family, extended family member, non-related extended family member, resource family, foster family agency, extended foster care/transitional housing program, San Pasqual Academy, alternate STRTP, other).
- If other is selected, provide explanation of living placement at discharge.
- Provide the specific name of caregiver and relationship to youth.

4. Course of Treatment during the Child's Admission

- Provide summary services provided over the course of treatment.
- Include mental health treatment interventions (frequency/duration) used to promote stability in placement, client's response to interventions, and outcomes of treatment provided.
- Include the child's transition plan goals and progress made toward those goals during treatment

5. Mental Health Diagnosis and Follow Up Required:

- List all current diagnosis in order of priority.
- Provide a brief description of symptoms and follow up required to address symptoms.
- Include goals and expected outcomes of follow-treatment (once child transitions from STRTP).

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San Diego County Mental Health Services Short-Term Residential Therapeutic Program (STRTP) TRANSITION DETERMINATION PLAN

6. Recommendations Regarding Treatment that are Relevant to the Child's Care

- The following questions (a-c) should be reviewed with the child/youth prior to transition. Use the child/youth's own language when applicable.
 - a. **Resiliency Strategies:** Identify the child/youth's preferred activities, hobbies and soothing or calming techniques. Identify persons of support, transitional objects, or other strategies that will contribute to child or youth's success in next placement. Include specific caregiving strategies that promote resiliency and wellbeing.
 - b. **Triggers:** Discuss with child/youth social, emotional or environmental factors that may trigger traumatization or otherwise decrease the child/youth's ability to be successful in next placement. Discuss methods to reduce triggering events and promote stability.
 - c. **Other:** Include recommendations not previously listed to improve safety, permanency and well-being with transition that are pertinent to the child/youth's successful transition.

7. Substance Use Treatment Recommendations:

If applicable provide an explanation of substance use treatment recommendations.

8. Medical Information:

- a. List Medical and Dental services and date of services received while admitted to the STRTP.
 - Indicate if follow up is required, and the scheduled date and time of appointment if applicable.
 - > If follow up is needed and appointment is yet to be scheduled, provide the upcoming due dates for the service.
- b. List current non-psychotropic medications including dose and frequency.
- c. List current psychotropic medications including dose and frequency. Attach documentation from the prescribing physician, such as the JV220 that contains potential or reported side effects of medication and provide to caregiver along with copy of Transition Determination Plan
- d. Note any allergies and adverse medication reactions as listed on JV220.

9. Educational Information

- Include grade, grade level functioning, educational needs, education plans (for example IEP or 504 plan) and follow up required.
 - a. Enter child/youth's current grade, if on summer break enter grade that will begin the following school year.
 - b. Enter Educational strengths, which may include academic skills, preferred academic subjects, extracurricular activities, educational goals as expressed by the child/youth, etc.
 - c. Enter educational needs/areas in which child/youth requires academic support.
 - d. Enter educational plans child/youth has in place and/or any recommendations to begin process to make an educational plan.
 - ➤ Include next scheduled educational meeting or follow up required.
 - e. Provide the date the school was notified of child or youth's discharge from the STRTP.

10. Referral(s)

- Check all that apply (Wraparound, TBS, FFAST, CASS, School-Based Therapy, Outpatient Mental Health Clinic, TERM provider, Teen Recovery Center TRC, Incredible Families or other).
- If other, explain referral.
- Include referrals to providers of mental health and non-mental health services not listed in medical information.
- If no referrals provided, provide explanation for reason why no referrals were provided.

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San Diego County Mental Health Services Short-Term Residential Therapeutic Program (STRTP) TRANSITION DETERMINATION PLAN

Preferred Language

- Document the client's primary/preferred language.
- Was the Transition Determination Plan explained in the client's primary language? Mark yes or no.
- If no, include reason why the Transition Determination Plan was not explained in the primary language noted.

Copies of Transition Determination Plan

- It is required for a copy to be offered to the client and as applicable, to the parent, guardian, conservator, or person identified by the court to participate in the decision to place the child/youth in the STRTP.
- It is required for copy of the Transition Determination Plan to be offered to the placing agency representative.
- Note the placing agency (CWS PSW or Juvenile Probation Officer) representative name and phone number.
- Provide the date the placing agency representative was notified of child/youth's transition from the STRTP

Signatures

Obtain client signature. If unable to obtain client signature provide explanation.

Print, Sign and date the assessment in the appropriate signature section and include CCBH ID number

BILLING: Can only occur when connected to a direct client service

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San Diego County Mental Health Services Short-Term Residential Program (STRTP) TRANSITION DETERMINATION PLAN

*Client Name:	Client Preferred Pronouns:		
*Case #:	*STRTP Name:		
*Date of Admission:	*Anticipated transition date:		
Transition Determination Plantransition from the STRTP.	n to be completed within 14 days prior to child or youth's		
*1. REASON FOR ADMISSION: Describe primary need upon admission:	Describe events in sequence leading to admission to your program.		
reason for transition. If selecting Other or A transition:	FROM STRTP PLACEMENT: Choose most appropriate lternate STRTP/Residential Setting, provide explanation for reason for vel of care □ Client did not return/AWOL ing □ Other Explain:		
placement. If other provide explanation of li ☐ Biological Family ☐ Extended F ☐ Resource Family ☐Foster Family	amily Member □ Non-Related Extended Family Member y Agency □ Extended Foster Care/Transitional Housing □ Alternate STRTP □ Other Explain:		
	DURING THE CHILD'S ADMISSION: Include mental health th's response. Include the child's transition plan goals and child's		
*5. MENTAL HEALTH DIAGNO a. Current Diagnosis: List all d b. Symptoms related to diagn c. Goals and expected outcom	osis and follow up required:		
County of San Diego Health and Human Services Agency Mental Health Services STRTP Transition Determination Plan	Client: Case #: Program:		

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*6. RECOMMENDATIONS REGARDING TREATMENT THAT IS RELEVENT TO

THE CHILD'S CARE: Review with child or youth prior to transition. Use child or youth's own language when applicable.

- a. Resiliency Strategies:
 - Preferred activities or hobbies
 - Soothing or calming techniques
 - Identified sources of support (person, place, object)
 - Caregiving strategies that promote resiliency
 - Other
- b. Triggers: Include social, emotional or environmental factors that may decrease the child or youth's ability to be successful in next placement.
- c. Other: Any other pertinent information which will enhance the child or youth's successful transition.

*7. SUBSTANCE USE TREATMENT RECOMMENDATION	S:
☐ Not Applicable ☐ Yes <i>explain</i> :	

*8. MEDICAL INFORMATION:

a. Medical and Dental Services Received While Residing in the STRTP

Service	Date	Follow Required	Next	Next	Upcoming
		(yes/no)	Appointment	Appointment	Due Dates (If
			Date	Time	no appt.
					scheduled)

b. Current Medications (Non-Mental Health)

Medication	Dose	Frequency

c. Psychotropic Medications - Attach documentation from prescribing physician, such as JV220, for potential and reported side effects of medication

Medication	Dose	Frequency

d. Allergies and Adverse Medication Reactions

***9. EDUCATIONAL INFORMATION**: Include grade, grade level functioning, educational needs, education plans (for example IEP or 504 plan) and follow up required.

- a. Current grade:
- b. Educational strengths:
- c. Educational needs:
- d. Educational Plans (i.e. Individualized Education Plan, 504 plan, other):
- e. Date the school was notified of discharge from the STRTP:

*10. REFERRAL	(S) :			
☐ Wraparound ☐	☐ TBS ☐ FFAST	\square CASS \square Scho	ool-Based Therapy	☐ Outpatient Mental
Health Clinic □ 7	TERM Provider	Teen Recovery Co	enter (TRC) \square Inc	redible Families
Other explain:				
Referral Contact In				
Type of Service	Program Name	Program Contact Name	Program Contact Phone Number	Appointment Date if Applicable
☐ Client or caregi				
No □ (if n	o, document reason):			
Yes 🗆	opy of the Transitions, document reason)	on Determination	Plan:	
made available to at le	east one of the follow	σ,	ck the following as ap	
Copy of Transition following)	Determination P	lan offered to: (Cop	y shall be made availa	ble to one of the
Placing Age	ency Representati	ve: □ cws psw □	Juvenile Probation	Officer
Placing Agency Representative Contact Information: Name				Phone Number
Date Placir	ng Agency Represe	entative notified of	transition from t	he STRTP:
SIGNATURES:				Date:
Unable to obt				
	·	ition Determinatio	n Plan	Date:
Printed Name				ID Number:

San Diego County Mental Health Services Short-Term Residential Therapeutic Program (STRTP) TRANSITION DETERMINATION PLAN Signature page

Client Name:	Case #:
Explained in client's primary language of:	
Client offered a copy of the Transition Determine Yes No (if no, document reason):	nation Plan:
Parent, caregiver or guardian offered a copy of Yes	the Transition Determination Plan:
SIGNATURES: Client:	Date:





QM ... UP TO THE MINUTE August 2021

MENTAL HEALTH SERVICES

Updates!

E-Prescribing Fluoxetine oral tablets in CCBH

Prescribers are asked to no longer e-prescribe fluoxetine <u>oral tablets</u> in CCBH. Alternately, prescribers should order this medication by selecting and utilizing Print/Fax/Handwritten/Called In/Samples Given options. This request pertains specifically to e-prescribing the *oral tablets*, other forms of the medication (i.e.: capsules) can continue to be e-prescribed in CCBH.

This is necessary due to the Multum data source has multiple variations of the medication's associated normalized name and unique identifiers. Cerner and Multum are working to address this issue and provide a solution.

Posted Notice for Psychologists

Programs to display posted notice for consumers notifying them of how they can contact the Board of Psychology with any complaints. Programs can contact the Board of Psychology website for additional information or to download a copy of required posting. Copies of the notice have also be uploaded to the Optum Website, under MHP documents in the Beneficiary

Optum Website Updates MHP Provider Documents

OPOH Tab:

- Section C, pg C.24 updated language re: Coordinating Care with CWS, use of confidential code.
- Section G: updated billing retention language
- Section Q format updates

Beneficiary Tab:

 Grievance/Appeal posters updated on Optum Website to most current revision 3/6/19

UCRM Tab:

Updated CYF UM Request Form

<u>Tab</u> titled "California Board of Psychology Consumer Statement" and is available in the following threshold languages: English, Spanish, Tagalog and Vietnamese.

This will be reviewed for compliance during the program's Medi-Cal Site Re/Certification visit effective 7/27/2021.

Grievance & Appeals Posters

The Grievance & Appeals posters have been updated on the Optum Website to the most current revision dated 3/6/2019. The posters can be found on Optum in MHP Documents under the Beneficiary Tab.

CYF UM Request Explanation Form Update:

The UM Request Explanation Form has been revised with added language to include "Any UM request that is denied or authorized for a reduced amount, duration, or scope than requested will require the COR to issue a notice of adverse benefit determination (NOABD) to youth/family. The updated CFY UM Request form has been uploaded to the Optum Website, in MHP Documents in MHP Documents, under the UCRM Tab.

PSC-35 Explanation Form Update:

The PSC-35 Explanation Form has been revised with added language to include "If PSC is completed for a youth who is 17 yrs. at start of treatment and turns 18 yrs. during the treatment episode, the PSC must still be completed at discharge. The update form has been uploaded to the Optum website in MHP Documents under the UCRM Tab. MH UTTM August 2021



QM ... UP TO THE MINUTE August 2021

Notification of Enrollee of Termination of a Provider

Providers must notify enrollees of termination of a provider in writing within 15 business days. Reference: OPOH Section C, pg. C.5:

 "Providers shall make a good faith effort to give written notice of a termination of a contracted provider, within 15 calendar days after receipt or issuance of the termination notice, to each enrollee who received his or her primary care from, or was seen on a regular basis by, the terminated provider."

Use of Monitors or Video Display for Posted Beneficiary Notices

QM is currently reviewing programs continued use of monitors/video displays to post required beneficiary documents and notices. At this time, programs will be required to display and provide the following documents in their lobby in

paper form: Grievance/Appeal posters and forms, Notice of Privacy Practices, and Quick Guides. DHCS regulations require that clients have access to these forms without having to ask for assistance. All required notices and documents are available on the Optum Website, under MHP Documents, in the Beneficiary Tab.

OPOH Updates:

Section C, pg C.24: updated language regarding Coordinating Care with CWS and how to obtain and use the confidential code to obtain CWS Status.

Section G: Updated billing retention language requiring retention of all billing records from 7 years to a minimum of 10 years when the program is funded with state or federal dollars.

Section Q: formatting updates, no changes to content

Knowledge Sharing

Safety Protocols during BHS Site Visits

CDPH indicates that public health facilities continue to require that masks are worn indoors, regardless of vaccination status.

QM requests that programs adhere to mask protocols and social distancing when engaged in on-site visits and/or Medical Record Reviews with QI Staff; if program staff are not in compliance with mask requirements, your meeting may be rescheduled with notification to your COR. We appreciate everyone taking the steps needed to protect our community's health. Stay strong, stay well

Use of Administrative Updates to BHA's and/or Client Plans

Administrative updates to BHA's and/or client plans are intended to be utilized when an annual update is due and a client has been inaccessible due to AWOL, non-responsiveness to attempts to engage client in services or similar situations. If your program/clinician is able to contact/engage the client and/or the client has been attending services/maintained contact with the program, then use of an administrative update to the BHA or client would **not** be appropriate. There should also be documentation in CCBH to indicate attempts made to contact and engage the client prior to completing the administrative update supporting the use of an administrative update.



QM ... UP TO THE MINUTE August 2021

Service Codes/Interventions on Client Plans

Services/Interventions that will be regularly provided as an ongoing service must be included on the client plan and agreed to by the client. An "unplanned service" which is provide *more than once* must be added/included on the client plan utilizing the Revise function or will be disallowed.

Obtaining Child Welfare Services Case Status Information

Due to privacy laws protecting the disclosure of client CWS case status, **effective July 2, 2021, BHS providers will need to provide a confidential code when calling the CWS hotline to obtain PSW name and telephone number**. Case status of youth in BHS programs can be obtained through the provider contacting the PSW directly by phone.

As of July 2, 2021, Program Managers at all BHS mental health programs have been contacted and given the confidential code. Program Managers are responsible for disseminating the information to staff, as needed, and ensuring the confidential nature of the code is understood by staff who obtain the information.

BHS providers should continue to access PSW contact information and CWS case status through the following process:

- Call the CWS hotline at 858-514-6995 and press option #4.
- Provider will then be prompted to provide the confidential code.
- The information that can be provided by CWS is limited to a PSW's name and telephone number. To limit confusion of the CWS clerical staff answering the phone, please refrain from using terms such as, "Pathways to Well-Being", "Eligibility" or "Katie A".
- BHS providers shall continue to utilize the following language: "I am calling to obtain the name and telephone number of the assigned worker for [youth name]."
- BHS Provider shall contact PSW directly to obtain further information on case status (i.e., open, voluntary, closed).

Programs should contact your Contracting Officer's Representative (COR) or PWB for more information or any questions.

Performance Improvement Team (PIT)

Mega Regs/Network Adequacy: System of Care Application (SOC) Update

• The Department of Health Care Services (DHCS) is requiring Mega Regs/Network Adequacy data to be submitted **monthly** in October.

Mega Regs/Network Adequacy: System of Care Application (SOC) Reminders

- The SOC Application is a web application designed as a one-stop shop for providers to access and submit all documentation required by the Medicaid and Children's Health Insurance Plan (CHIP) Managed Care Final Rules, also known as the Mega-Regs.
- New hires and transfers should register promptly, and attest to information once registration is completed.
- Providers are expected to frequently update their current profile (community-based locations, cultural competency hours, etc.) as changes occur to show accurately on the provider directory.
- Providers are expected to attest to all SOC information monthly.
- Program managers should visit the SOC monthly to review program's information and attest to information monthly.





QM ... UP TO THE MINUTE

August 2021

If you have any questions regarding registration, login, or the SOC Application, please reach out to the Optum Support Desk at 800-834-3792, Option 2, or email sdhelpdesk@optum.com

Management Information Systems (MIS)

MIS Questions?

MIS has an email for you to send all questions regarding your CCBH accounts.

MIS manages all things related to the system, including authorizations for all trainings/skills assessments/reactivations, account management. Our email is: MISHelpDesk.HHSA@sdcounty.ca.gov

Cerner Reminder

For questions regarding Cerner products or functions, please call or email the Optum Support Desk at 800-834-3792 or email SDHelpdesk@optum.com. Please do not call Cerner directly!

Training and Events

BHS Quality Improvement 9th Annual Mental Health Providers Knowledge Forum: Tuesday, August 24, 2021, from 9:00 am – 12:00 pm via WebEx. In order to receive a calendar invitation/reminder, please click here to register. Once you get to the WebEx site, please click on either the registration link or button, as indicated on the sample image below, to complete the process.



Progress Notes Practicum: Tuesday, **August 17, 2021** from **12:30p – 3:30p** via WebEx. Registration required. **Support Partner Documentation Training:** Wednesday, **August 25, 2021** from **12:30p – 3:30p** via WebEx. Registration required.

Quality Improvement Partners (QIP) Meeting: No QIP Meeting for August in lieu of the QIP Annual Forum. RCA (Root Cause Analysis) Training: Thursday, September 2, 2021 from 9:00a – 12:00p via WebEx.

- The intended audience of this training is Program Managers and QI staff
- Registration Required. Waitlisted registrants from the last session will have priority for admission. All new registrants will be accepted to waitlist if registration is filled.

Important information regarding training registrations:

• Please be aware when registering for required or popular trainings, either with the county or a contracted trainer, there may be a waiting list.



QM ... UP TO THE MINUTE

August 2021

- When registered for a training, please be sure to cancel within 24 hours of the training if you are unable to
 attend. This allows those on a wait list the opportunity to attend. Program Managers will be informed of no
 shows to the trainings.
- If registered for a training series, please be aware that attendance for all dates in the series are required to obtain certification, CEU's or credit for the training.
- When registering for a training please include the name of your program manager.
- We appreciate your assistance with following these guidelines as we work together to ensure the training of our entire system of care.
- If you have any questions, or if you are having difficulty with registration, please reply to this email or contact BHS-QITraining.HHSA@sdcounty.ca.gov. We hope to see you there.

Is this information filtering down to your clinical and administrative staff?

Please share UTTM with your staff and keep them *Up to the Minute*!

Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**







August 2021

DMC-ODS Skill Building Workshop – Progress Notes

- In the month of August, the County of San Diego HHSA Behavioral Health Services SUD Quality Management Team is pleased to offer a virtual Skill Building Workshop. The focus this month is Progress Notes.
- Due to limited available seating for the training, registration is required and capped to 30 attendees. If you register and become unable to attend, <u>please cancel your registration via WebEx so that others on the waiting list may be able to register.</u>

o Date: Thursday, August 19, 2021

o Time: 1:00 p.m. to 3:00 p.m.

O Where: via WebEx – Click here to register!

SUD QM Annual DMC-ODS Training

The third annual SUD QM DMC-ODS Overview will take the place of the August SUD Provider Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the third year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS requirements. Intended audience is Program Management and Quality Improvement/Assurance Staff.

o Date: Thursday, August 26, 2021

o Time: 9:00 a.m. to 12:00 p.m.

Where: via WebEx – Click here to register!

2

New: Upcoming Trainings for September 2021

- Please look out for future notice to register for the following virtual trainings:
 - DMC-ODS Outpatient Documentation Training
 - ❖ Thursday, September 9, 2021, from 9:30 a.m. to 1:00 p.m.
 - A review of DMC-ODS outpatient treatment, documentation standards and billing requirements.
 - Discharge & Care Coordination Skill Building Workshop
 - Monday, September 20, 2021, from 9:30 a.m. to 11:00 a.m.
 - An opportunity to build and develop a SUD Treatment provider's skill set in documentation by reviewing the County required forms and instructions, reviewing documentation examples, providing an opportunity to practice documentation skills, and discussing among peers' best practices on various documentation topics.

New: Root Cause Analysis (RCA) Training

- When: Thursday, September 2, 2021, from 9:00 a.m. to 12:00 p.m.
- The intended audience of this training is Program Managers and QI staff
- Registration via WebEx is required
 - Waitlisted registrants from the last session will have priority for admission.
 - All new registrants will be accepted to waitlist if registration is filled.

All Behavioral Health Services Providers | Bi-Monthly Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All-BHS Providers COVID-19 Tele-Town Halls, which will be scheduled to occur bi-monthly.
 - Date & Time: Monday, August 30th, from 1:00 p.m. to 2:30 p.m. (Rescheduled from July)
 - o Registration: Click to Register

Save the Date: Recovery Happens 2021

- Recovery Happens is an annual community event celebrating individuals in recovery and those who support them hosted by the County of San Diego Health and Human Services Agency.
- The event will again be held virtually this year on Saturday, September 18, 2021, and will include engaging speakers and a virtual resource fair which will be available on the Behavioral Health Services website throughout the month of September.
- If you are interested in being a virtual resource exhibitor, please contact Nancy Page (nancy.page@sdcounty.ca.gov).
- Click here to view the event flyer!

Reminder: Reporting Requirement – Self-identified Disallowances

- DHCS requires timely reporting of overpayments in writing with reason for overpayment within 60 calendar days after the overpayment was identified.
- Programs shall respond to monthly request from QM regarding self-identified disallowed services to confirm either no disallowances were identified or to provide the tool listing those disallowed services.
- QM will be reaching out to COR teams to assist with non-responsive programs.
- A copy of the tool and tip sheet is posted on the Optum website, on the DMC-ODS page, under the "Monitoring" tab.

Update: Ongoing Optum Cleanup

- QM is in the process of updating several tabs on the Optum site.
- This involves removing/archiving old or outdated forms, communication, documentation.
- Tabs have a document outlining items removed and archived.
- The "Monitoring" tab is in the process of being updated with new fiscal year tools.

Reminder: Medication Monitoring for OTP programs and Extended MAT Services

- Medication Monitoring for the period of July-Sept (Q1) will be due by Oct. 15, 2021.
- The tool has been updated to include a new question for OTPs regarding testing for Hepatitis C, Fentanyl and Oxycodone. The testing is be implemented starting 1/1/2022. If your program has already started, please address the question, if not, please mark N/A. Note: Any submission after 1/1/22, the question must be answered yes or no.
- The updated Medication Monitoring forms are in the process of being posted to the Optum stie under the Monitoring tab.
- Programs providing additional or extended MAT services will need to start the Medication Monitoring process. See SUDPOH G.8.
- Reminder Ensure all the fields are completed, including contract number, DMC provider number, discipline (license designation such as MD or LMFT), and job title.

2

• Submit to QIMatters.HHSA@sdcounty.ca.gov or fax (619)236-1953.



New: Peer Support Specialists (PSS)

- As many are aware, BHS began phasing in the DMC-ODS peer support service line effective July 1,
 2021, starting with outpatient programs. Please be guided as follows:
 - Peer support specialists must be self-identified as having experience with the process of recovery from mental illness and/or substance use disorder either as a consumer of these services or as the parent or family member of the consumer.
 - Peer support specialists must also obtain an NPI in order to render services. See the <u>NPI What</u>
 You Need to Know Guide for assistance.
 - Peer Specialists can produce County Billable Services for Case Management (OS and IOS) and Transitional Care Services Case Management prior to completion of the Peer Support Services Training.
- Resources include:
 - o DMC-ODS Required Trainings
 - o <u>DMC-ODS Peer Support Services One-Pager</u>
 - SUDPOH (page A.12, E.25, and Appendix A.3)
- Providers are expected to contact their COR for questions on this service.



Reminder: Interim Services

- QI will begin monitoring DATAR reports in 8/2021 and reaching out to programs reporting waitlists for priority populations.
- Programs shall be responsible for keeping records of interim services and documenting efforts for each client. Programs may be asked to provide evidence of interim services.
- For more information on Interim Services, see the tip sheet that will soon be posted on the Optum site under the "Toolbox" tab.

Reminder: Client Contacts & Timely Access Monitoring

- All client requests for services shall be documented as an initial contact with the first, second and third available appointment dates regardless of date requests made by clients.
- Client contact data is required for clients admitted and those not admitted to programs.
- Capturing this data is important to ensure our access time date is accurate.
- The <u>June UTTM</u> includes important information about the Contact screen in SanWITS. Contact the <u>SanWITS support desk</u> for assistance with this screen.
- QM is monitoring access time data monthly and communicating with COR's for non-compliance reports. Non-compliance may result in technical assistance and a Performance Improvement Plan.
- For questions about timely access, please contact QI Matters.



UTTM Tip of the Month

One of the top reasons for disallowances in MRRs and TAs is TREATMENT PLANS that do not contain all required elements.

Remember:

- ✓ Address each prompt on the treatment plan.
- ✓ Do not leave any blanks on chart documents. If something does not apply, document N/A.
- ✓ Ensure the diagnosis listed on the treatment plan matches the DDN exactly.
 - NOTE: F-codes are not required on the treatment plan. If they are on the treatment plan, they must match the F-code on the DDN and reflect the correct diagnosis.
- ✓ Ensure the physical examination goal meets regulations (<u>see Physical Examination memo</u>).
- ✓ Ensure that there is an action step for each goal.
- ✓ Follow timeline regulations.

Reminder: Intake & Assessment

- For clients admitted to a program, the intake date, admission date and first date of treatment are the same day.
- This date should match the date the ILOC assessment was completed.
- If a screening tool was used with a client, a full assessment using the ILOC is still required to determine which LOC is appropriate and to bill the assessment rendered. A screening is not a billable service.
- If a client is assessed with the ILOC and not appropriate for the LOC's at your program, the TCS phase shall be used to bill for services rendered for assessing the client and any care coordination provided.

Reminder: Medical Record Review (MRR)

• The new fiscal year is upon us and MRR season has begun. Keep a look out for communications from your QM Specialist to schedule your program's MRR.

Reminder: Correcting Documentation



- If a chart document (i.e., progress note, DDN, treatment plan) has been edited/corrected and is missing a required element, the service/document will be disallowed.
- If a chart document was corrected without following the correction guidelines, but has the required elements, this is a compliance issue that risks future disallowance.
- Please refer to SUDPOH section D.38 for details on documentation correction guidelines.

SUD Billing Unit

I. For SUD Residential and Outpatient programs with Medicare Advantage: Dual Eligible Clients with Medicare Part C and Medi-Cal

- The Molina Medicare Advantage certification letter has been approved by the State. This means that your program is no longer required to bill the beneficiary's Medicare Part C Molina Healthcare of CA (Federal Contract # H5810).
- Please review and batch your claims for Medi-Cal billing retro to August 2020.

II. For all SUD programs

- You have the option to electronically sign the Payment Recovery Form if your program has entered into an Electronic Signature Agreement with HHSA.
- Otherwise, a handwritten signature (wet) would be required.

III. Payment Recovery Form

- The latest version of the Payment Recovery Form is available on Optum website.
- Please use this version when requesting claims to be voided beginning 07-01-2021.



Performance Improvement Team (PIT)

Reminders: Mega Regs/Network Adequacy - System of Care Application (SOC)

- The SOC Application is a web application designed as a one-stop shop for providers to access and submit all documentation required by the Medicaid and Children's Health Insurance Plan (CHIP) Managed Care Final Rules, also known as the Mega-Regs.
- New hires and transfers should register promptly, and attest to information once registration is completed.
- Providers are expected to frequently update their current profile (community-based locations, cultural competency hours, etc.) as changes occur to show accurately on the provider directory.
- Providers are expected to attest to all SOC information **monthly**.
- Program managers should visit the SOC monthly to review program's information and attest to information monthly.
- If you have any questions regarding registration, login, or the SOC Application, please reach out to the Optum Support Desk at 800-834-3792, Option 2, or email sdhelpdesk@optum.com.

Update: Mega Regs/Network Adequacy - System of Care Application (SOC)

The Department of Health Care Services (DHCS) is requiring Mega Regs/Network Adequacy data to be submitted **monthly** in the near future.

Management Information Systems (MIS)

Important: Reporting Provider Changes to the County and State



- It is the Providers responsibility to report to DHCS any modifications to information previously submitted to DHCS within 35 days from the date of the change. Most changes may be reported on a DHCS 6209 form. See Medi-Cal Supplemental Changes DHCS6209.pdf for further details.
- The information below often gets overlooked and not reported on DHCS 6209 supplemental changes form through PAVE system and therefore is not reflected on DHCS Master Provider File.
 - · Legal Entity: The name of the administrative/corporate office. This should match what is on file with the Internal Revenue Service (IRS)
 - Doing Business as Name (DBA): The name of the facility where services are provided. This name may or may not be the same as the Legal Entity.

 - Director Name, Email, & Phone Number: The name, email, and phone # for the director of the Legal Entity.

 Program Contact Name, Email, & Phone Number: The name, email, and phone # for the program contact at the facility where the services are being provided (not the administrative or corporate address).
- Please see SUDPOH: SUDPOH updated 5-25-21.pdf for additional information and instruction.
 - Provider changes must also be reported to:
 - SUD MIS Support.HHSA@sdcounty.ca.gov
 - QIMatters.HHSA@sdcounty.ca.gov
 - Assigned program COR

Update: Tip sheets recently added to Optum

- Recovery Residence Tracking Recovery Residence Tracking in SanWITS and video under the Training-SanWITS tab Recovery Residence Tracking Video
- Recovery Services rev 2021.07.19 Recovery Services
- Creating Diagnosis through Diagnostic Determination Notes (DDN) Creating Diagnosis through Diagnostic Determination Notes (DDN)

Update: SanWITS Reports Catalog

- There will be changes happening to existing SanWITS Agency reports (located on the left-hand navigation menu). We are starting with the below reports:
 - Section Access
 - Admissions: Client Demographics will be discontinued
 - Agency Client Movement will be discontinued
 - Client Demographic by Substance will be discontinued
 - Section QA /QC
 - Unfinished Client Activities will be rewritten with CalOMS records
 - Section Miscellaneous
 - Admission Data will be replaced with new CalOMS Outcome Measure Data Report
 - Discharge Data will be replaced with new CalOMS Outcome Measure Data Report

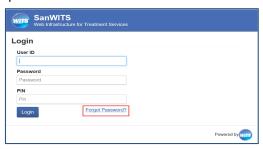
Update: SSRS Reports

- SSRS Reports folders are being cleaned up and reorganized with older outdated reports being archived
- This process will take several months, so expect some changes along the way.



3 Ways to Reset your SanWITS Password

- 1. The fastest way to reset user password is by clicking the Forgot Password link on the Login page
 - ❖ In order to use this function, user would have to have security questions and answers previously set during initial account or when password has previously been reset
 - If user attempts to log in twice and fails, do not attempt a third time, just click on Forgot Password, and enter security question answer, this will generate an email to reset password and pin#



- 2. User can email the SUD Support desk at <u>SUD_MIS_Support.HHSA@sdcounty.ca.gov</u> to have credentials reset, M-F, 7:00 AM-5:00 PM.
- 3. User can also call 619-584-5040, 4:30 AM 11:00 PM every day for OPTUM to reset your credentials for this option, the user will be prompted to leave a voice message with name and phone # in order to receive a call back

Changing SanWITS Password and Pin

• If User wants to change password and pin# or security question and answer, while logged into SanWITS, use the <u>Change Credentials</u> link located in the upper right-hand side of the home page by clicking the down error next to the users name as seen below.



• After you click the change credentials link, enter new information in screen below, then click

Change.



Reminder: Assessment Deletion Changes effective Aug 1

- As Announced in QIP, Effective Aug 1, 2021, <u>signed/finalized Assessments will no longer be</u> <u>deleted</u> upon request
- Assessments <u>still in progress can be deleted</u> (unsigned) upon request to SUD Support SUD MIS Support.HHSA@sdcounty.ca.gov



4 Ways to Prevent Assessment Errors:

- 1. Verify the correct client profile and episode before creating the assessment.
- 2. Verify the correct type of assessment before clicking "Save" to create an assessment.
- 3. Review and confirm all assessment data is correct before Counselor/LPHA sign the assessment.
- 4. LPHA must review assessment before finalizing, if Assessment is signed by the counselor and a correction is still needed, use "Reject" feature to make the fields editable.

DATAR Capacity Management Reporting

- Along with reporting in the DATAR website, Providers are responsible to report when reaching or exceeding 90% capacity to the State.
- See email dated 7/28/21 on Optum Important Notice DATAR Capacity Reporting

Prevent Duplicate Diagnosis

- Enter Diagnosis effective date same as the DDN date
- Verify all Diagnoses applicable before saving
- Delete/remove Diagnoses that are no longer applicable before saving
- After saving the new Diagnosis, remember to click "Use current" for the new Diagnosis to be populated in the DDN



- If the correct Diagnoses do not get populated, contact SUD Support.
- For step by step process, please refer to the tip sheet "Creating Diagnosis through Diagnostic Determination Note (DDN)" on Optum <u>Creating Diagnosis through Diagnostic Determination</u> Notes (DDN)

Still Having Issues with Changing Level of Care between OS and IOS?

- When changing client LOC, each LOC (OS, IOS) should be in a separate episode with CalOMS Admission and CalOMS Discharge.
- Important: If LOC is combined on the same episode, the client does not get identified correctly for reporting, billing, or CalOMS with DHCS.

Recovery Services Reminder

- Recovery Service Clients should NOT be mixed in a group with OS and/or IOS clients.
- Contact QI Matters and SUD support if recovery service clients have been mixed in a group with OS or IOS for disallowances and how to document in SanWITS.
- Refer to tip sheet Recovery Services on Optum.

Something to Look forward to: SanWITS Changes Coming in the Fall thru Winter 2021

- Treatment Plan training expected to start first part of Oct with registration opening 2 weeks prior
 - Providers will be notified of training months as they were with assessments be on the lookout for notice from MIS
- UCN # will no longer change upon updating the client profile
- Diagnosis screen changes
- Client profile changes
- New look and feel to SanWITS screens
- Updated Authorization Screens
- Updated Eligibility Screen

Coming Soon

SanWITS Quarterly Users Group Meeting All Providers

- Purpose of the Users Group review and educate State Reporting for CalOMS, ASAM, and DATAR, SanWITS updates, changes in system requirements, Billing & QM updates for the users.
 - Next meeting: Monday, Oct 18, 2021, at 9:00 am − 11:00 am
 - o RSVP please, WebEx invite will be sent
 - o At least one representative from each facility is highly recommended
 - Quarterly meetings are expected to occur on the 3rd Monday each quarter
 - Jul, Oct, Jan, Apr
 - ASL Interpreters have been requested for each meeting
- We welcome and encourage you to send us agenda items to be covered during our meetings SUD MIS Support.HHSA@sdcounty.ca.gov
- If you missed it, the last Users Group Presentation dated Jul 19, 2021 has been posted to Optum under the SanWITS tab SanWITS Users Group Jul 19 2021

Billing Unit - SanWITS Billing Classes

- As most of us are still adjusting to remote work, we're also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at ADSBillingUnit.HHSA@sdcounty.ca.gov.
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – 1) Residential -Bed Management & Encounters training, or 2) Outpatient/OTP Group Module & Encounters training



SanWITS Virtual Trainings Provided

- Register online with RegPacks at: https://www.regpack.com/reg/dmc-ods
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Attendees for Virtual Training will receive an email on the morning of training between 8:30 AM
 8:45 AM
 - Trainer email with training materials, resources, and specific instructions for virtual class
 - o If staff do not receive emails by 9:00 AM, email sdu_sdtraining@optum.com to get the issue resolved.
- Type of Training Classes:
 - SanWITS Intro to Admin Functions (IAF) SanWITS functions that are applicable to All program types
 - 2. Residential Facilities Bed Management & Encounter Training
 - 3. Outpatient /OTP Facilities Group Module & Encounters Training
 - 4. SanWITS Assessments (SWA)— designed for direct service staff who complete Diagnostic Determination Note (DDN), Level of Care (LOC) assessments, Discharge Summary, and Risk and Safety Assessment





- Note: If the 3 forms are not fully processed by MIS 7 days prior to the scheduled training, staff will not be able to attend training regardless of receiving training confirmation.
- All credentials and licenses will be verified with the appropriate entities for SanWITS access.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, further training will be required.
- Staff are highly recommended to read the training packet thoroughly before entering information into the Live environment.
- Please remember, if unable to attend class, cancel the registration as soon as possible.

Reminder: COVID-19 | Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the <u>BHS Provider Resources Page</u> which is updated regularly with the most recent communications and resources that have been sent to BHS providers.

Reminder: For general information on COVID-19

Including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the COVID-19 webpage.

For local information and daily updates on COVID-19, please visit www.coronavirus-sd.com. To receive updates via text, send COSD COVID19 to 468-311.



Reminder: DHCS COVID-19 Response Resources

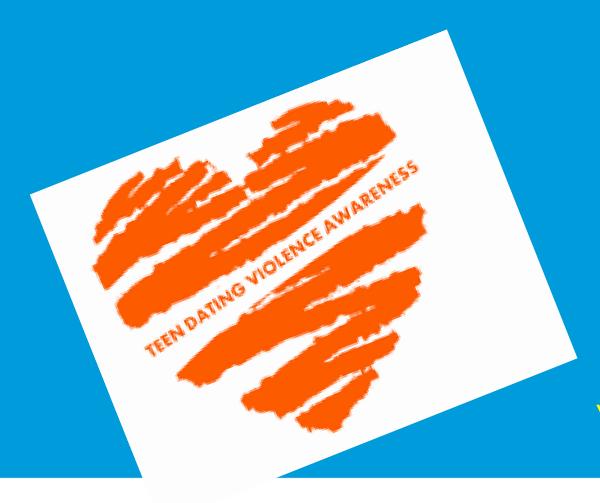
The California Department of Health Care Services (DHCS) has frequently updated resources regarding provision of Behavioral Health Services during the COVID-19 crisis. For more information, visit the DHCS COVID-19 Response page at: https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-response.aspx

Is this information filtering down to your counselors, LPHAs, and administrative staff?

Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute*!

Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov

HEALTHY TEEN DATING



Diane Doherty
Executive Director
Your Safe Place - A Family Justice Center
San Diego City Attorney's Office



"I wish I learned this in grade school."

"This should have been a required class in school."

Education = Awareness Education = Prevention



The TDV Jeopardy Game!

Selected Activities from Teen Relationship Violence Prevention Program Developed by San Diego County HHSA Office of Violence Prevention and San Diego State University

What are five categories of teen dating "VIOLENCE?"

(not examples)

"Violence"











Digital



Defining "Teen Dating Violence"

 Teen dating violence is a pattern of violent, coercive or manipulative behaviors to gain power and maintain control over another person in a relationship.

 Abuse/Violence can happen in person or on line, and includes physical, sexual, emotional, verbal, financial violence and stalking.

TDV Committee Definition

How many high school students have been or will be in an abusive relationship?

1 in 25

1 in 10

1 in 3





1 in 3





Which is correct?

Nearly

- 1 in 4
- 1 in 10
- 1 in 12

Teens have been victimized through technology.



Digital Abuse 1 in 4



What percent of teenage girls who are abused remain in the relationship?

- •50%
- •80%
- •62%

80%

of teenage girls who are abused remain in the relationship



The most severe injuries (including death) are more likely to occur when:

- a. The victim is trying to leave or has recently left the relationship.
- b. The victim has posted a selfie with another person.
- c. The couple is arguing after drinking alcohol.

The most severe injuries (including death) are more likely to occur when:

a- The victim is trying to leave or has recently left the relationship





Youth, age 16-24, are more vulnerable to intimate partner violence than any other age group at a rate almost triple the national average.¹

High school girls are exposed to 3x more abuse in relationships than adult women.

Closer to Home: San Diego

- 15% 20% of the teens stated that they had "kicked, hit or punched," "pushed, shoved or shook," or "threw something at" their dating partners in the past year.
- 1 in 4 of the teens said that they had "kissed their dating partner when he/she didn't want it" and about 23% "touched their dating partner sexually when s/he didn't want it."
- Close to half of the teens "kept track of where their partner was and who s/he was with."

Closer to Home

Roughly 1 in 3 teens say that it is "sometimes," "often," or "always" ok for boy-friends to resort to dating violence when 'she flirts with someone else at a party," "threatens to break up with him," and when "she is drunk/drugged or acting crazy."

Closer to Home: Conclusion

Violence:

Justified and Accepted \rightarrow Higher Perpetration

→ Education/Awareness Needed

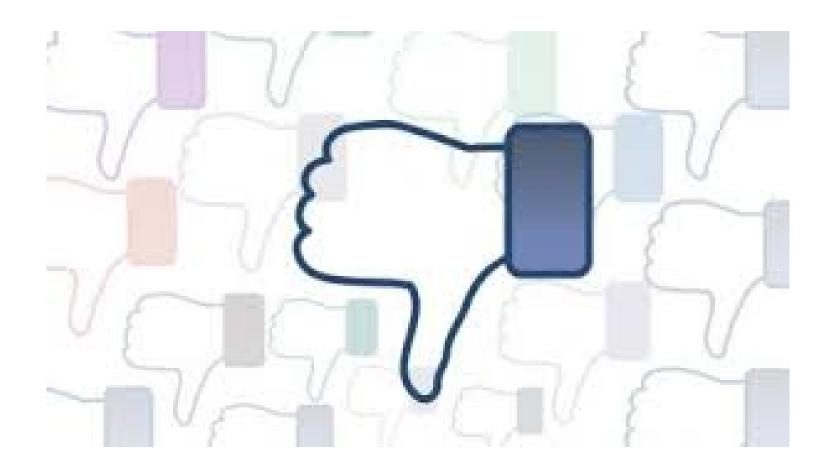


Digital Abuse





Digital Abuse



Digital Abuse

• 1 in 12: Tampering

• PRESSURE! 51%/girls; 18%/boys

• 1 in 3 teens: 10 -30 texts/hour

• LGBTQ youth



A RED FLAG

96%

of teens experiencing digital abuse and harassment also experience other forms of violence or abuse from their partners



84%

A large majority of victims are **psychologically abused**, which is

2.4×

more than teens in a relationship who are not experiencing digital abuse.



52%

More than half are physically abused, which is

2.5x

more than teens in a relationship who are not experiencing digital abuse.



32%

Almost one-third are sexually coerced, which is

5×

more than teens in a relationship who are not experiencing digital abuse.

1 Cyber Spying

-Demands access/password to partner's phone/SM accounts.

-Reads partner's texts/emails/SM frequently & without their consent.

-Sets up fake SM accounts to spy on partner online, or to catch partner cheating.

-Tells partner who they can/can't follow or be friends with on SM.



2. Harassment/Constant Messaging

- -Sends partner lots of messages relentlessly.
- -Repeatedly 'likes' partner's photos and posts.

- -Receiving partner feels can't be separated from their phone.
- -Receiving partner is afraid if not respond to calls or texts quickly enough.

3. Digital Disrespect: Cruelty/Bullying/Intimidation

-Hacks or misuses partner's email/SM account.

-Uses partner's phone/email/SM to send messages pretending to be them, to embarrass or isolate them & without consent.

-Creates fake SM profiles in partner's name and image, without consent.

4. Monitoring/Stalking

-Uses technology to track partner's travel or activities.

-Questions where partner has been and with whom.

5. Sexting/Sexual Coercion

-Sends partner unwanted sexual messages or photos (a.k.a. nudes or DP's) without consent.

- -Pressures or threatens partner to send sexual photos of self, and makes partner feel inferior if they don't comply.
- -Takes a video of partner and sends it to someone else without consent.

-Trafficking

Digital Abuse -> Power and Control

stop tweeting that boy

saw ur pic on dans phone. niiiiiice

y didnt u call me back?? Ur makin me freak out Do u still luv me? I miss u

where r u?

who's with u

txt me back or i'll send that pic to every1

cool ur ugly anyways your a waste of time i cant believe i even talked to you in the first place

u shd send me a nkd pic

y r u facebook friends with him? I want u to delete him now or its not going to be good.

i dnt care if u want 2 c me or u tonight

not, i want 2 see

STOP IGNORING ME

if u dnt send me a pic i dnt want u





you better call me

back REALLY SOON











•What Can YOU Do?





Learn the Warning Signs





Warning Signs of an Abusive Relationship

- Hurtful or insulting Communication.
- Mistreats the other.
- Accuses the other of flirting or cheating when it's not true.
- Denies the abusive actions.
- Controls the other.
- Isolates the other partner.
- Forces sexual activity.



Warning Signs

- Unexplained bruises or marks
- Depressed, anxious or using substances
- Extremely jealous or possessive
- Changes in Behavior:
 - Dressing differently
 - Decline in school performance
 - · Stops spending time with friends or family
 - · Not in hobbies, sports or activities

Warning Signs – Digital Abuse

- -Excessive Texts/Calls
- -Threatening or Demeaning Messages
- -Friends or Family are Blocked
- -Tracking Devices Installed
- -Open Access
- -Explicit Photos/Messages

Teens Don't Tell

Only 33% of teens who were in a violent relationship ever told anyone about the abuse.

Parents Don't Know

- 81 percent of parents don't believe or don't know if teen dating violence is an issue.
- 58 percent of parents could not correctly identify all the warning signs of abuse.



Identify Teens at Risk



Support Teens – Protective Factors

- •Support Networks:
 - Strong Friendships
 - Trusted, Caring Adults
 - Community/Religious/School Groups
 - Extracurriculars, Sports

<u>Support Teens – Both Sides</u>

- . Be supportive and listen.
- . Acknowledge teen's feelings.
- . Help teen understand:
 - . Abuse is not "normal."
 - . Violence is NOT their fault.
 - Everyone deserves a healthy, non-violent relationship.



Be An Upstander

- . Don't ignore abuse you see or hear about.
- Don't be afraid to reach out to a teen you think needs help.
 - Tell teen you are concerned for their safety and want to help.

→ Safely, Not Yours



Connect the Teen to Resources

- Your Safe Place, 1-619-533-6000
- School Counselors
- San Diego County DV Hotline, 1-888-385-4657 (DVLINKS)
- National DV Hotline, 1–800–799–7233 (24/7/365) Confidential.
 www.thehotline.org
- Love is Respect (peer-led hotline), 1-866-331-9474 (24/7/365 LovelsRespect.org





Connect the Teen to Resources – Digital Abuse

- www.ThatsNotCool.com
- www.HeartMob.org

 National Suicide Prevention Lifeline, 1-800-273-TALK, <u>www.halfofus.com</u>







SDFJC: A safe and confidential space. Free, comprehensive services.

 <u>Clients Served:</u> Adult, elder and youth/teen victims of sex trafficking, sexual assault and domestic violence.

Calls from Outside Agencies Seeking **Assistance for Their Clients from YSP**

- Salvation Army
- Family Law Facilitators
- Jewish Family Services
- Women's Resource Center
- National Domestic Violence Hotline
 License to Freedom
- Goodwill Career Center
- San Antonio Police Department
- Catholic Charities
- San Diego Rescue Mission

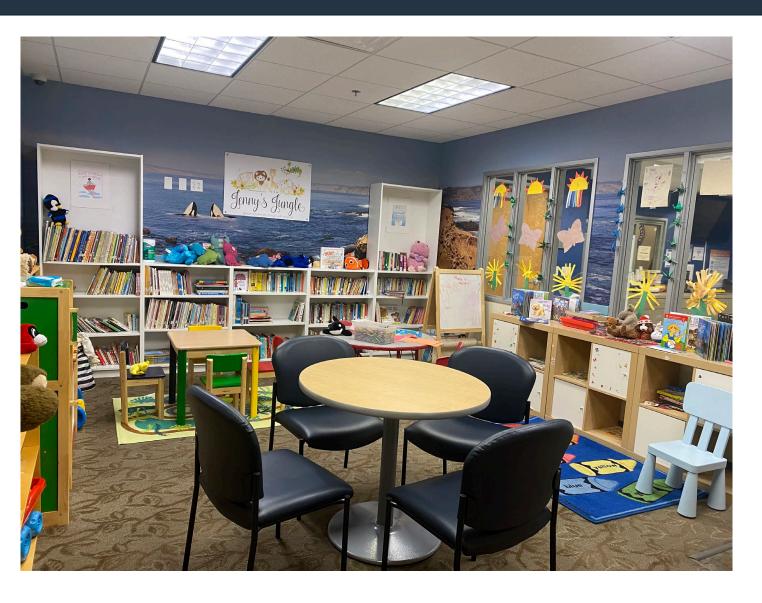
- San Diego Workforce
- The Plastic Surgery Foundation
- Violencia Intrafamaliar
- Bilateral Safety Corridor Coalition
- Give Back a Smile
- San Diego Housing Commission
- Center for Community Solutions
- Hall of Justice, San Diego Courts



The SDFJC connects clients to on and off-site services:

Danger Assessments and Safety Planning



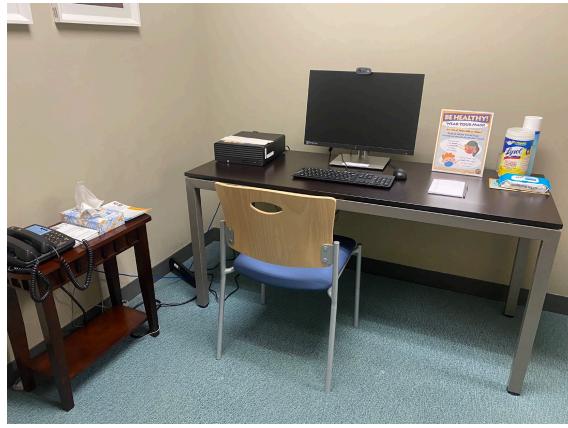




- Counseling for Adults and Children/Teens
 - Individual and Group Sessions
- Legal Assistance
 - Domestic Violence and Gun Violence Restraining Order Petitions
 - Immigration Assistance
 - Restitution Recovery
 - Remote Appearances for Court Hearings





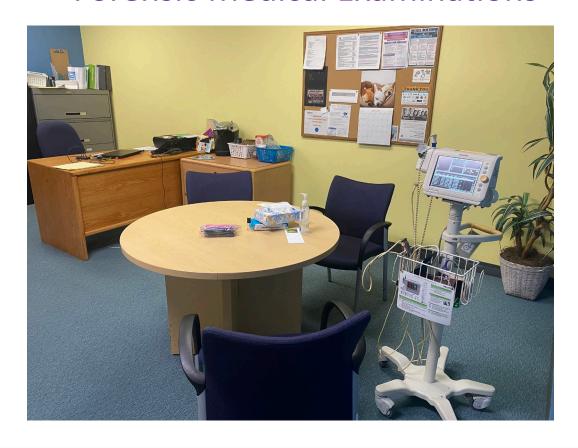


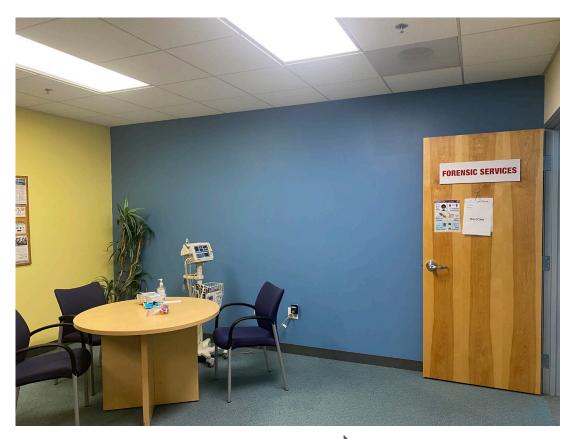
- Sex Trafficking Specific Assistance
 - vacatur of criminal convictions
 - name change assistance
 - family court assistance (i.e., divorces, child custody)
 - restraining orders
 - social services
 - educational and vocational support
 - medical services
 - shelter assistance
 - advocacy, and civil remedies





- Military Advocacy
- Forensic Medical Examinations







SD) City Attorney

 Case Management for Clients at the Greatest Risk of Being Murdered by Their Partner

- Law Enforcement Assistance, if Requested by Client
 - San Diego Police Department Detectives
 - Copies of police reports, status of case, CPOs
 - City and District Attorney Prosecutors and Advocates
 - Child Welfare Services



San Diego City Attorney's Gun Violence Unit





- Professional Clothing Services for Court or Employment Purposes
- Casual Clothing and Overnight Essentials
- Emergency Funds or Gift Cards for Essential Needs









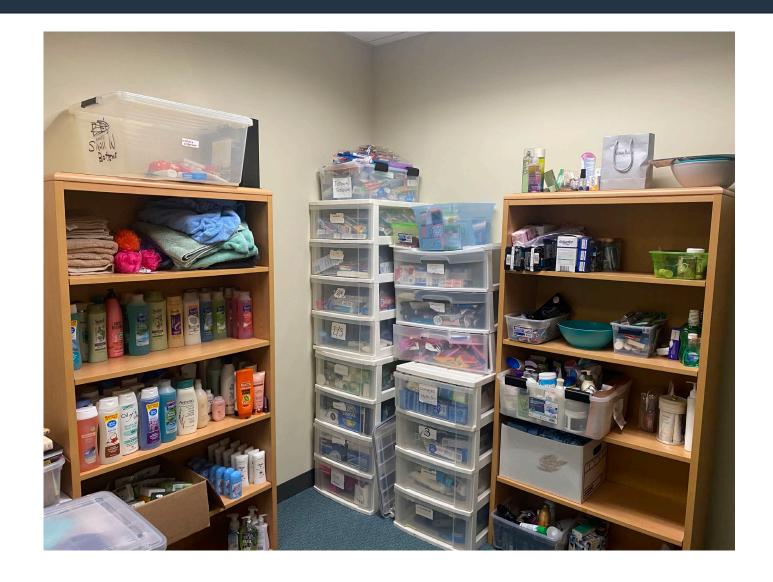
SD) City Attorney

Public Transportation Assistance

 Assistance with CalFresh, CalWorks and WIC Applications

- Referrals to Early Head Start Programs (0-5 years)
- Assistance with Emergency, Affordable, Short and Long-Term Housing Needs









SD) City Attorney

- Court Preparation in a Mock Courtroom
- Health and Well-Being Services (i.e., nutrition, family wellness programs and referrals)
- Healthy Teen and Adult Relationship Education
- Self-Care Information and Tools
- Literacy Assistance
- Free Family Access to 16 Balboa Park Museums



- Pet Relocation Referrals
- Confidential Address Requests
- Educational and Vocational Resources coming soon



Client Referrals:

- 1. Warm Hand-Off: 619 533-6000
- 2. Referral Form
- 3. 1122 Broadway, Ste. 200 (free parking for clients available) (masks required)





TOURS!!
Fridays at 1 o'clock





Diane Doherty, Executive Director Your Safe Place – A Family Justice Center

> 1122 Broadway, Suite 200 San Diego, CA 92101 619-533-3583

ddoherty@sandiego.gov



Your Safe Place - a Family Justice Center

1122 Broadway, Suite 200 San Diego, CA 92101 (619) 533- 6000

YSP: A safe and confidential space. Free, comprehensive services.

<u>Clients Served:</u> Adult, elder and youth/teen victims of **sex trafficking**, **sexual** assault, elder abuse, and family and domestic violence, and those needing **safety from** guns.

Menu of Services: YSP connects clients to the following on and off-site services:

- Danger Assessments and Safety Planning
- Counseling for Adults and Children/Teens (age 3 and up)
- Legal Assistance
 - Domestic Violence and Gun Violence Restraining Order Petitions
 - Immigration Assistance
 - Restitution Recovery
 - Remote Appearances for Court Hearings
- Sex Trafficking-Specific Assistance (vacatur of criminal convictions, name change assistance, social services, restraining orders, family court assistance (i.e., divorce, child custody), educational and vocational support, advocacy, and civil remedies)
- Advocacy for Services and Housing
- Military Advocacy
- Forensic and Sexual Assault Medical Examinations
- Case Management for Clients at the Greatest Risk of Being Murdered by Their Partner
- On-Site Child Watch Services (available at certain times)

- Law Enforcement Assistance, if Requested by Client (San Diego Police Department Detectives, City and District Attorney Prosecutors and Advocates, Child Welfare Services)
- San Diego City Attorney's Gun Violence Response Unit (can assist with obtaining Gun Violence Restraining Orders to remove guns from dangerous situations)
- Professional Clothing Services for Court or Employment Purposes
- Casual Clothing and Overnight Essentials
- Emergency Funds or Gift Cards for Essential Needs (i.e., phones, food, toiletries, clothing, school supplies, etc.)
- Public Transportation Assistance
- Assistance with CalFresh, CalWorks and WIC Applications
- Referrals to Early Head Start Programs (0-5 years)
- Assistance with Emergency, Affordable, Short and Long-Term Housing Needs
- Court Preparation in a Mock Courtroom
- Health and Well-Being Services (i.e., nutrition, family wellness programs and referrals)
- Healthy Teen and Adult Relationship Education
- Self-Care Information and Tools
- Literacy Assistance
- Free Family Access to 16 Balboa Park Museums
- Pet Relocation Referrals
- Confidential Address Requests
- Educational and Vocational Resources coming soon

You are not alone. We are here for you. Thank you for trusting us to serve you.



Your Safe Place - a Family Justice Center

1122 Broadway, Suite 200 San Diego, CA 92101 (619) 533- 6000

Your Safe Place provides support to those who have been harmed by domestic or family violence, elder or dependent abuse, sexual assault or sex trafficking. It offers a safe and confidential space to help meet the needs of victims and their children. YSP is trauma-informed and prioritizes victims' needs.

YSP is a collaboration of public and non-profit community partners providing comprehensive, wrap-around services in one location. It connects eligible victims to resources including safety planning, domestic violence restraining order assistance, immigration legal services, help with safety from guns, counseling services, casual and professional clothing, public transportation assistance, and connections to early childhood programming, among other services.

YSP works hard to identify and address barriers clients may have when accessing services. As such, it provides services in person, by telephone or online, and at designated times has a Child Watch program. It is in downtown San Diego and easily accessed by public transportation. Limited free parking is available in the building's garage. Many staff members speak Spanish and a language line is available for other translation needs. YSP is dedicated to transitioning victims out of abusive relationships and to becoming thriving members of our community.

You are not alone. We are here for you. Thank you for trusting us to serve you.



Your Safe Place - a Family Justice Center

1122 Broadway, Suite 200 San Diego, CA 92101 (619) 533- 6000

If you are a victim of domestic violence, family violence, elder abuse, sexual assault or sex trafficking, Your Safe Place - A Family Justice Center is open for walk-in visits and scheduled appointments, as well as remote appointments and services.

Appointments are available in-person or remotely

• Please call (619) 533-6000 between 8:00 a.m. – 4:00 p.m., Monday – Friday, to schedule your in-person or remote appointment with the FJC.

Walk-in visits welcome from 8 a.m. – 3 p.m., Monday - Friday

- Walk-in visits are available on a first-come/first-served basis.
- We will do our best to meet your needs, and to schedule future appointments for additional services either in-person or remotely.
- After 3 p.m., please call (619) 533-6000 to set an appointment.

Services

• During your walk-in visit or scheduled appointment, we will assist in arranging services for you, which may include counseling, legal assistance, securing emergency off-site shelter, and accessing clothing and public benefits.

Accessing the FJC building and garage

- Up until 3 p.m. FJC clients can access the parking garage and building, despite closure to the general public. We will validate parking while you are at YSP.
- Please let building security know you are here to be seen at YSP.

You are not alone. We are here for you. Thank you for trusting us to serve you.

If you are experiencing an emergency, please call 9-1-1.

SAN DIEGO FAMILY JUSTICE CENTER

Services:

- Safety Planning
- Self-Care Tools
- Healthy Relationship Information
- Advocacy
- Counseling for adults and children
- Legal Assistance
 - Immigration Law
 - Restraining Orders
 - Family Law
 - Sex Trafficking Matters
- Law Enforcement Assistance
- Assistance with Finding
 Emergency Housing, Shelter
- Pet Relocation
- Head Start Programs
- Military Advocate
- Family Resource Center
 - Cal Works, Cal Fresh
- Forensic Medical Examinations
- Professional Clothing
- Overnight Essentials and more



is located on Broadway between
11th Ave. and Park Blvd., on the
2nd Floor of the Smart Corner building
in downtown San Diego. The Center is
close to the courts and easily accessible
by public transportation. Limited free
parking in the building's garage
is available.

1122 Broadway, Suite 200 San Diego, CA 92101 1-866-933-HOPE (4673) 619-533-6000

Hablamos Español

Mon - Fri: 8 AM - 5 PM

If you are concerned about your immediate safety, call the police (911).

www.sandiego.gov/FJC

This publication is financially assisted by the California Governor's Office of Emergency Services (Cal OES)





SAN DIEGO FAMILY JUSTICE CENTER









Empowerment
Support
Healing





Transitioning Victims of Domestic Violence, Sexual Assault, and Sex Trafficking into Survivors



Are You In AN ABUSIVE RELATIONSHIP?

Are you afraid to go home? Do you

live in fear of your partner? Has your

partner threatened to harm you, your

children, pets, or someone you love?

Does you partner blame you for their

violent behavior?

"I just want to thank all of you for helping [me] and my children over the past two years. I am so grateful."

- Survivor

"A million thanks for all of [you] and for all the resources. You've alway made a very big positive, hopeful difference in my life."

- Survivor

"We are so happy and humbled to continue our collaboration with such a great team. Thank you, FJC!"

- Community Partner

"This was, without doubt, one of the highlights of the conference for our team. It truly opened our minds up to the new possibilities and better ways that we can support [individuals]."

Training Participant

The San Diego Family Justice Center, part of the Office of the City Attorney, is a unique and safe place where survivors of domestic violence, sexual assault, and sex trafficking are our highest priority.

The SDFJC provides a safe, confidential space in a welcoming environment.

Thank you for taking the first-and most important-step to break the cycle of violence.









If you think you may be in an abusive relationship, call today.

The San Diego Family Justice Center

can help you. We offer a safe and confidential space where all of the needs of victims are met, violence is stopped, families heal, and hope is realized.

1 in 4 women are victims of violence by an intimate partner (including sexual violence, physical violence, and/or stalking), compared to 1 in 9 men. - CDC: NISVS 2010-2012 State Report

Domestic violence can happen to anyone regardless of age, race, sexual orientation, gender identity, gender, religion, education level or socioeconomic background.

"I came to the Family Justice Center and it was my healing place."

Survivor

Implementation of FFAST/TFC Program

Presented by:

Jeannie Oestreicher, LMFT FFAST Assistant Program Manager





3 New Behavioral Health Services as a Result of the Katie A. Lawsuit

Intensive Care Coordination SD Rollout 2013 Intensive Home-Based Services SD Rollout 2013 Therapeutic Foster Care SD Rollout 2020



TFC - Therapeutic Foster Care

- The rollout is a partnership between BHS, CWS, SDCC FFAST, local Foster Family Agencies, and TFC certified resource parents who will provide direct services.
- Therapeutic Foster Care is a service billed to Medi-Cal by the resource parent.
- In order to receive TFC services, a youth must be receiving other Specialty Mental Health Services (SMHS) at FFAST.
- The FFAST TFC Team Consists of:
 - TFC Clinical Lead Nichole Mathis, AMFT
 - TFC Family Liaison Stephanie Acevedo
 - TFC Supervisor Jeannie Oestreicher, LMFT



TFC – Therapeutic Foster Care

- TFC is a short-term, intensive, highly coordinated, trauma- informed, and individualized intervention, provided by a TFC parent to a child or youth who has complex emotional and behavioral needs.
- In TFC, the resource parent is a key participant in the therapeutic treatment process of the youth, providing trauma informed interventions to:
 - Assist child with meeting client plan goals and objectives
 - Improve functioning and well-being
 - o Help the child remain in a family like home in a community setting
 - Avoid residential, inpatient, or institutional care



How Youth are Referred to TFC



Through a CFT which includes TFC Staff (TFC Clinical Lead or TFC Supervisor)



TFC Staff will create referral based on Child and Family Team Recommendation



Authorization request goes through Optum with 5 business day turnaround



TFC Services Can Only Be Provided by a Certified TFC Caregiver

Initial Training Requirements for TFC Caregiver Certification

- 40 hours for initial certification
- FFAST will have training available on all required topics; highlighted trainings need to be obtained from FFAST
 - Introduction to TFC and the Service Delivery System (includes documentation training & HIPAA)
 - Understanding Child/Adolescent Development and Appropriate Intervention
 - Working with Children/Youth Using a Trauma Informed Approach
 - Preventing/Managing Crisis
 - Communication With Children, Youth, & Families
 - Cultural Competency
 - Client Sensitivity
 - Parent Self-Care
- An initial and ongoing training log will be requested from FFA for each parent to determine which of the above training requirements have already been met



TFC Parent Expectations

- Meet with TFC Clinical Lead face to face (or currently via telehealth) weekly for a one hour clinical supervision appointment
 - Review interventions and child's response
 - Discuss changes needed for upcoming week
 - Check in about how caregiver is doing and any needs
 - Review TFC Parent Daily progress notes
- Speak by phone daily (M-F) with TFC Family Liaison for Parent Daily Report
 - Complete Parent Daily Report 7 days per week and engage in daily phone call with TFC Family Liaison Monday through Friday. Phone call should take 5-30 minutes daily.
 - TFC Family Liaison will ask about the previous day's progress towards goals and the status of progress notes. Check in will provide our program with important data and will support caregiver reflection, note writing, and provide in the moment support as needed.



Expectations Continued

- Write parent daily progress note for TFC interventions to Medi-Cal standards
- Keep TFC Clinical Lead up to date of unusual occurrences or concerns that occur between meetings or PDR calls
- Provide TFC Clinical Lead or Family Liaison with copies of training certificates when training is obtained outside of FFAST
- Participate in Child Family Team meetings as scheduled—CFTM expected to be scheduled every 4-12 weeks based on need
- Participate in family therapy with assigned FFAST family therapist and youth as scheduled
- Participate in utilization management process to help assess readiness to step down from TFC services





TFC Parent Daily Report (PDR)

THERAPEUTIC FOSTER CARE		Week of: Caregiver Name(s):			Youth Name: Youth Cerner ID:					
CLIENT PLAN GOALS		1)								
		2)								
		3)								
Date		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
									AVERAGE	
Call as Scheduled (Y/N)										
Service Provided (Y/N)										
Note Complete (Y/N)										
Overall Functioning: Morning	Behavior									
	Duration									
	Frequency									
	Severity									
	Intervention Outcome									

County of San Diego Mental Health Services TFC DAILY PROGRESS NOTE

*Client Name:	*Case #:	
* Date: *P	rogram Name:	
Day of the week:		
YOUTH OVERALL MOOD	/BEHAVIOR:	
MORNING:	Was Youth Access	sible? Yes No
		antrums Irritable Anxious iene Poor Hygiene Hallucinations
	servations of the youth's b	d include any known antecedents (as identified behavior(s) for the day. Include target etions the youth engaged in):
* Intervention(s) Utilized (Deproposed interventions identified		to address the target behavior, based on
strategies used. Include details	and if the youth remember	the youth responded to interventions and ered to utilize coping strategies before or after one better or identify other coping

interventions/strategies?):

SLEEP PATTERN (explain any behaviors associated with sleep on the day of the progress note): No Concerns Bedtime Refusal Difficulty Falling Asleep Night Waking Nightmares/Night Terrors Bedwetting Other: Explain:
EATING: No Concerns Refusal Overeating Picky Other: Explain:
TOILETING: No Concerns Daytime Wetting Daytime Soiling Other: Explain:
AGGRESSION: No Concerns Mild Moderate Severe Other:

Additional Collateral Information (describe any contact or important information obtained from other CFT members or youth's significant support. Does not include contact with any member of the FFAST team):
* Overall Risk (Based on current service, including mitigating factors, evaluation and determine if the youth is at an elevated risk for):
Were any risks observed or reported during the day of TFC service? Tes Yes No
Danger to Self:
Danger to Others:
Action(s) Taken:

Signature/Title/Credential:

Continuing as a TFC Parent

- In order to continue to qualify to provide TFC services, a resource parent must:
 - Obtain 24 continuing education units annually, with an emphasis on skill development and application of SMHS knowledge acquisition
 - Actively participate in CFT and other assigned Specialty Mental Health Services
 - Have continued certification in good standing as an FFA resource parent
 - Have the support of the team to continue as a TFC parent
 - Participate in at minimum quarterly informal evaluation with TFC Clinical Lead to determine additional training needs or issues that must be addressed for that person to continue to be successful in his/her role as a TFC parent.
 - Participate in at minimum annual formal evaluation which will incorporate input from the CFT members, as well as a self-evaluation by the TFC parents. In addition, the evaluation should be strengths-based and solution-focused, and should address:
 - The TFC parent's role and performance as a key participant in the therapeutic treatment process of the child/youth, including treatment strategies
 - Case records and progress note documentation.



Reimbursement

Note:
TFC payments do
not interfere with
any other
payments to
resource families
related to their
foster youth.

- TFC parents will be reimbursed \$50 per day for each day they submit a progress note up to \$1,550 per month.
- Only one parent may write a note on any given day. Whichever parent is writing notes must be present for weekly meeting with TFC Clinical Lead or designee.
- Any parent who is submitting a progress note must have completed TFC training of 40 hours.
- Progress notes are approved by TFC Clinical Lead or designee. Late notes may not be accepted for billing.
- SDCC FFAST will pay the Foster Family Agency, 30 days after end of service month, and FFA will pass through the payments to the resource family.



FFAST/TFC Contact Information

Aisha Pope, LCSW FFAST Program Director

858-633-4102 apope@centerforchildren.org

Jeannie Oestreicher, LMFT FFAST Asst Program Manager

619-787-3771

joestreicher@centerforchildren.org

Nichole Mathis, AMFT TFC Clinical Lead

619-323-7306 nmathis@centerforchildren.org

FFAST Main Office – 858-633-4115 FFAST After Hours Line: 858-569-2190











PROGRAM INFORMATION

Afterschool rehabilitative program that empowers youth through positive youth development, restorative practices, and trauma informed care to support youth to successfully complete the terms of probation and prevent further justice involvement. Youth are provided with

- Academic support and tutoring
- Career exploration and preparation
- Case management
- Peer services
- Community service
- Nutrition education and meals
- Transportation
- Psychoeducational groups
- Social-emotional learning
- Life skills
- Leadership opportunities

HOW DO YOUTH QUALIFY

- Referred through the CRD by Probation,
 District Attorney, Public Defender and the
 Courts, prioritizing youth who are at-risk of
 not completing all court-ordered
 requirements.
- Youth must be enrolled in high school at time of intake.
- Be between ages 14-19.
- Currently reside in the following zip codes:
 91977, 91945, 91941, 91942, 92020, 92021,
 92040, 92071.
- Average length of participation for youth is between 20 to 45 days of consecutive, daily attendance (M-F).
- AC can accept non-probation youth for 10 days of programming.



THE DAILY **SERVICES**

We offer the following services on a rotating basis

- Daily Tutoring
- Expressive Art (Writerz Blok)
- Restorative Circles (Project AWARE)
- Life Skills
- Anger management
- Alcohol and Other Drugs
- Career readiness and exploration
- Physical and Outdoor Activities (Body by Discipline)
- Community Service Opportunities
- Field Trips





ECASTELLANOS@SDYOUTHSERVICES.ORG | 619-679-1185

This after-school rehabilitative program will be a resource, providing youth services and empowerment utilizing positive youth development, restorative practices, and traumainformed care to support youth successfully completing terms of probation to prevent further justice involvement.

San Diego Youth Services La Mesa Achievement Center Calendar

September 2021					
Monday	Tuesday	Wednesday	Thursday	Friday	
		BBD: 3:30-4:30pm Career Development #4: 5:30-6:30pm	Anger Management: 3:15-4pm Community Service: Food Bank 4:30-5:30pm	Project A.W.A.R.E: 3:30- 4:30pm Community Gardening 5:30- 6:30pm	
Labor Day Closed	7 Outing: Museum 3-4:30pm Art Workshop: 5-6pm	8 BBD: 3:30-4:30pm Career Development #5: 5:30-6:30pm	Anger Management: 3:15-4pm Community Service: 4:30-5:30pm	Project A.W.A.R.E: 3:30- 4:30pm Photography Day: 5:30- 6:30pm	
Life Skills #5: 3:30-4:30pm Social Tolerance #2: 5-6pm	14 Art Workshop: 3-4pm Safe Space Group: 4:45- 5:45pm	BBD: 3:30-4:30pm Career Development #6: 5:30-6:30pm	Anger Management: 3:15-4pm Outing: Skyzone 4:30-6pm	Project A.W.A.R.E: 3:30- 4:30pm Youth Advisory Council: 5:30- 6:30pm	
Life Skills #6: 3:30-4:30pm Social Tolerance #3: 5-6pm	21 Outing: Museum 3-4:30pm Art Workshop: 5-6pm	BBD: 3:30-4:30pm Career Development #7: 5:30-6:30pm	Anger Management: 3:15-4pm Community Service: Food Bank 4:30-5:30pm	Project A.W.A.R.E: 3:30- 4:30pm Community Gardening 5:30- 6:30pm	
27 Life Skills #7: 3:30-4:30pm Social Tolerance #4: 5-6pm	28 Art Workshop: 3-4pm Safe Space Group: 4:45- 5:45pm	BBD: 3:30-4:30pm Healthy Lifestyle: 5:30- 6:30pm	Positive Thinking: 3:15- 4pm Community Service: 4:30- 5:30pm		





OTHER SERVICES

- Transportation is available and the program will pick-up and drop-off youth before and after program participation. Pick up and drop off locations are limited to the youth's residence, school or place of employment, if working.
- Youth are provided with a nutritious snack daily upon arrival at the program.
- Youth are served a hot nutritious dinner everyday they're at the center.



PROGRAM INFORMATION

Hours of operation: 3-7 Monday through Friday

Address: 8376 Hercules St La Mesa, Ca 91942





Job Skills 🗌

Expressive Art \square

program involved? Click or tap here to enter text.

Referral

Achievement Center – East

Referral Date: Click or tap to enter a date.

Eligibility Checklist:						
☐ Current High School Student	☐ Residence in:					
☐ Age 14-19	91977, 91945, 91941, 91942, 92020, 92021, 92040, 92071					
☐ Available for 10 days of programming	☐ Consent to contact					
, , , , ,						
Youth and Parent/Guardian Information						
Name of youth: Click or tap here to enter text.	Ethnicity: Click or tap here to enter text.					
Preferred language: Click or tap here to enter te	ext. DOB/SEX: Click or tap here to enter text.					
Pronouns: Click or tap here to enter text.	Parent/Legal Guardian Name: Click or tap here to enter text.					
Address: Click or tap here to enter text. City: Clic	ck or tap here to enter text. Zip code: Click or tap here to enter text.					
Client #: Click or tap here to enter text. Pare	nt/Guardian #: Click or tap here to enter text.					
Client email: Click or tap here to enter text.						
Safety concerns regarding youth or parent/guard	dian: if any, explain Click or tap here to enter text.					
Health & School Information						
School Name: Click or tap here to enter text. Grade: Click or tap here to enter text.						
IEP: Click or tap here to enter text. Grade: Click or tap here to enter text.						
Allergies: Click or tap here to enter text. Medications: that will be taken while at center Click or tap here to enter text.						
Allergies. Click of tap fiele to effect text.						
Service Needs						
Tutoring	AOD □					
Life Skills □	Anger Management □					

Contact Information
Please send the referral for (East Region) Achievement Center to:
Fax: 619-558-3601

Is youth currently participating in any program and/or receiving services? If so, please indicate name of agency and

Financial Literacy ☐
Pro-Social Activities ☐



THE TEAM

CONTACT INFO

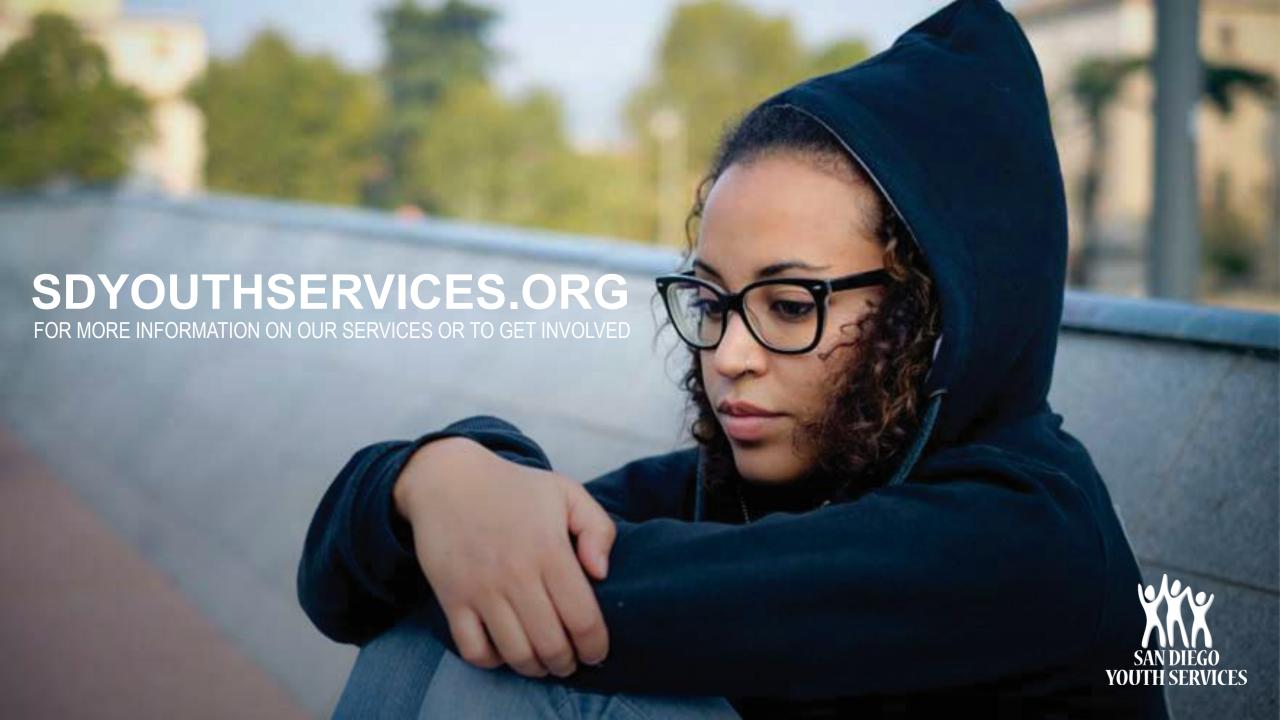
- Program Manager
- Bilingual Case Manager
- Case Manager
- 2 part time Youth Support Partners

Program Manager Elizabeth Castellanos Email: ecastellanos@sdyouthservices.org

Fax Referrals to 619-558-3601

Thank you for your support!







North County Lifeline TrueLife Recovery

Mission Statement

North County Lifeline's mission is to build selfreliance among youth, adults, and families through high-quality, community-based services.

TrueLife Recovery North Coastal Region of San Diego

North Coastal Service Areas:

Oceanside, Camp Pendleton, Vista, Carlsbad, Encinitas, Del Mar, Solana Beach, Rancho San Dieguito

TrueLife Recovery Services Provided

Evidenced-Based Compassionate Treatment

Intake Assessments: Level of care is determined by the strengths based multidimensional assessment known as the ASAM (American Society of Addiction Medicine), a youth Needs Assessment, LSC/ MI (Level of Service/ Case Management Inventory)

Program offers 2 levels of Outpatient treatment

- * Outpatient Services (OS)
- * Intensive Outpatient (IOS)

Individual Counseling: Motivational Interviewing, Dialectical Behavioral Therapy, Seeking Safety, Relapse Prevention, University of Cincinnati's Corrections Institute Cognitive Behavioral Interventions—Substance Use for Youth, Individual & Family Therapy

Group Therapy: Motivational Interviewing, Dialectical Behavioral Therapy, Seeking Safety, Relapse Prevention, University of Cincinnati's Corrections Institute Cognitive Behavioral Interventions—Substance Use for Youth

Cognitive Behavioral Interventions for Substance Use (CBI-SU) for Youth

"CBI-SA curriculum is designed for individuals that are moderate to high need in the area of substance abuse and well suited for criminal justice populations."

https://www.uc.edu/content/dam/uc/corrections/docs/Training%2 oOverviews/CBI-SA.pdf

TrueLife Services Provided Cont.

Family Therapy

- * Striving to engage family members, however they are defined, in family therapy sessions with youth.
- * Using a number of EBP via strengths-based, trauma-informed perspective.

Case Management

- * Service plans in conjunction with clinical treatment plan
- * Meet clients where they are at
- * Based on Risk, Need, and Responsivity (RNR) Principles and incorporates elements of restorative justice.
- Focuses on addressing psychosocial stressors underlying the client's justice system involvement to reduce recidivism and maintain selfreliance.

TrueLife Recovery Schools and Community

Outreach:

* Connecting with adolescents to increase understanding and awareness of substance use issues, supports, and resources. Evaluating the need for treatment services or referral to Early Intervention services using the CRAFFT Questionnaire and Brief ASAM tool.

Presentation:

- Presenting to adolescents topics that include relevance to substance use and are age-appropriate.
- * Presenting to parents and school staff topics that include understanding substance use issues, the value of prosocial activities, and how to access behavioral health resources under various health insurance providers.

TrueLife in Action

- * Fax Line (760)414-1765
- * Intake Line (760)842-6280
- * mvenancio@nclifeline.org

Questions?



North County
Lifeline's
TrueLife Recovery
Program aims to
serve youth aged
12-17 in need of
outpatient drug
and alcohol
treatment
services.

Each person's individual needs are addressed through this comprehensive program.

NORTH COUNTY LIFELINE'S MISSION IS TO BUILD SELF-RELIANCE AMONG YOUTH, INDIVIDUALS AND FAMILIES THROUGH PROBLEM SOLVING, SKILL-BUILDING AND ACCESSIBLE COMMUNITY-BASED SERVICES.

Contact one of our Specialists for more information! (760) 842-6280

Translation services are available in Spanish, American Sign Language, and other languages as requested. Please call for more information. Assistance is offered regardless of age, gender, sexual orientation, disability, ethnicity and/or ability to pay.



DONATE

give@nclifeline.org or call 760.842.6257

VOLUNTEER

volunteer@nclifeline.org or call 760.842.6254

Connect With Us!

www.nclifeline.org

- f facebook.com/nclifeline
- Twitter Handle: @nclifeline
- in linkedin.com/company/nc-lifeline

CONTACT US North County Lifeline VISTA 200 Michigan Avenue • Vista, CA 92084

Tel: 760.726.4900 • Fax: 760.414.1765

TrueLife Recovery

Encouraging Recovery, Rehabilitation, and Self Reliance







RECOVERY

TrueLife Recovery is a trauma informed outpatient substance abuse and co-occurring treatment program serving the North Coastal Region.

Recovery will be provided through multiple services, including but not limited to:

- ✓ Evidence Based Drug and Alcohol Outpatient Treatment
- ✓ Counseling
- ✓ Case Management
- √ Family Therapy
- ✓ Prosocial Activities
- ✓ System Navigation (Probation, Behavioral Health)
- ✓ Benefit aid

TrueLife Recovery is focused on each person's most immediate needs.

For more information, visit nclifeline.org or call (760) 842-6280.

PROGRAM ELIGIBILITY CRITERIA

- Youth ages 12-17*, in need of substance use treatment
- Currently enrolled in a school located in the North Coastal Region
- Eligible Zip Codes
 - o Vista: 92081,92083,92084
 - o Oceanside: 92054, 92056, 92057, 92058
 - o **Carlsbad:** 92008, 92009, 92010, 92014,92011
 - o Pendleton: 92055, 92672
 - o Encinitas: 92007, 92024
 - o **San Dieguito:** 92067, 92075, 92091

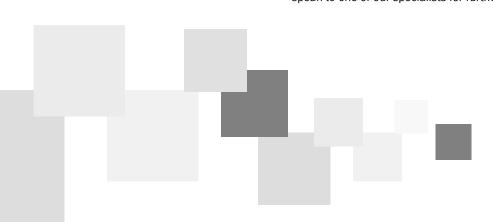
SELF-SUFFICIENCY

TrueLife Recovery will help build skills for self-sufficiency and establish a support network of individuals at North County Lifeline and in the North Coastal community.

TrueLife Recovery is committed to providing client-centered, and culturally sensitive services.

TrueLife Recovery will have lifelong positive impact on participant's lives by improving their physical, mental and emotional wellness.

^{*}Youth ages 18 or older may be eligible for the program if they are currently enrolled in our school sites, please speak to one of our specialists for further assistance







North Central Teen Recovery Center

Main Site: 4660 Viewridge Ave., S.D. 92123

School Sites: Madison High School, Patrick

Henry High School



Service Delivery

- Youth 12-17 years old
- Primary DX: Substance Use Disorder
- ASAM Levels: 2.1 Intensive Outpatient, 1.0
 Outpatient, and Recovery Services.
- Services are offered in-person at certified sites, via telehealth (TEAMS), and in the community.



Pandemic Recovery

- Socialization and Community
- Inclusion/Cultural Identity
- A New Reality
- Healthy self-image
- Power to choose



Evidence Based Practices

- Motivational Interviewing
- CBT/DBT
- Brief Strategic Family Therapy
- Solution Focused Group Therapy
- Roadmap Toolkit Relapse Prevention
- Motivational Engagement Enhancement Therapy (MEET)



Artistic Expression Group: La Danza Azteca

- Spiritual circles using music & dance where youth can explore identity, membership, & self-determination.
- Welcoming of all ethnicities
- Using roles within the circle, youth develop accountability, self-respect, self-worth, and healthy confidence and connection with others.



Rituals of Kindness





Partnerships





Contact Info

- Liz Winchell, Vice President, CYF, San Diego
- Elisabeth.Winchell@mhsinc.org
- 858-322-2954
- Marissa Grimsley, Office Manager, NC-TRC
- Marissa.Grimsley@mhsinc.org







SOAP MAT | Now Serving Youth

Specializing in Opioid Use Treatment
Now Offering Youth Substance Use Treatment

TREATMENT

SOAP MAT, LLC is an outpatient treatment program for substance use disorder. Our goal is to provide affordable, medication assisted treatment (MAT), utilizing the harm reduction model and evidence based practices. Outcomes are geared toward higher community functioning, yielding a decrease in crime rates, high risk behaviors and deaths.

PROFESSIONAL

SOAP MAT's values include integrity, respect, unity, and innovation.

SOAP MAT believes that the integration of both counseling AND medication yields successful outcomes.

SOAP MAT prioritizes diversity and inclusion: **EVERYONE IS WELCOME.**

YOUTH PROGRAM SERVICES

JULY 1, 2021

SOAP MAT Now offering Medication Assisted Treatment to Youth / Ages 12 to 17

Youth and their families will receive comprehensive, strength-based care coordination that addresses each adolescent's unique needs. For more detailed treatment information, please contact the facility at the number provided.

SOAP MAT will conduct assessments and intakes for youth: Monday – Friday • 5:00 am to 1:00 pm • Ages 12 to 17 Note the following:

Parental authorization will be required for program admission (unless emancipated minor).

Program participation is integral to patient success.

Patient compliance, engagement, familial involvement and service support is critical for youth long term success.







Contact Information:

3230 Waring Court, Suite A Oceanside, CA 92056

Phone: (760) 305-7528 FAX: (760) 509-4410

website: www.soapmat.com email: info@soapmat.com





County of San Diego's COVID-19 2021 Emergency Rent and Utilities Assistance Program

Frequently Asked Questions (FAQ)

1) What is the 2021 Emergency Rent and Utilities Assistance Program (ERAP)?

The County of San Diego's Emergency Rent and Utilities Assistance Program (ERAP) helps eligible households who have been financially impacted by the COVID-19 pandemic. The program provides payment assistance for renters who need help with rent and utilities.

2) How do I submit an application for ERAP?

You may submit an application <u>online</u>. If you do not have internet access and need assistance in completing an application, call (858) 694-4801 to be connected to a phone agent who will be able to assist you.

3) Do I need an email address to apply? What if I do not have an email address?

A valid email address is required to submit an online application. If you do not have one, you can create one to complete the application. The following are free email providers:

- o Gmail
- o Yahoo
- o Microsoft Outlook

If you do not have an email address, you may contact (858)694-4801 for a phone agent to assist you with the online application.

4) What should I do if I have trouble logging in or applying online?

Step One: Create an account

Step Two: Confirm your registered email address before you log in and complete your application. Please check your email and click on the link in the registration email message you received to confirm your registered email address.

 If you cannot find the registration email that was sent to you, please check your junk or spam folder. If you still cannot find the registration email, click the "Resend Email Confirmation" link on the login page.

Step Three: Log in and complete your online application.

o If you successfully confirmed your email address, but still cannot log in, select the "Forgot your password?" link on the login page. Check your email and click on the link in the email message sent to you to open the webpage so you can create your new password to log in.

County of San Diego COVID -19 2021 Emergency Rental Assistance Program

5) Will I need to provide supporting documents with my application?

It is optional to provide verifications at time of application, however it is highly encouraged that documents be provided with the application to ensure faster processing. If an application is selected for review, County staff will request any missing verifications.

6) How will I be notified if I have been selected?

All applicants will be notified if they have or have not been selected through email or mail (if email was not provided). Application status can be checked online at any point.

7) How much rental assistance can I qualify for?

ERAP will prioritize payment assistance for renters behind on rent and utilities. Assistance for rental arrears is set at compensation of 100 percent of an eligible household's unpaid rental debt accumulated from April 1, 2020 through the month of application submittal.

Prospective rent payments for an eligible household is set at 100 percent of the eligible household's monthly rent. Assistance can be provided for up to 3 months at a time.

An eligible household may receive no more than 18 months of financial assistance.

o If my landlord agrees to participate in the program...

If the landlord agrees to participate in the program, 100 percent of your eligible arrears and prospective rent will be paid directly to the landlord.

o If my landlord does not agree to participate in the program...

The landlord does not have to participate in the program. If the landlord declines participation in the program, 100 percent of your eligible arrears and prospective rent will be paid directly to you. The updated State law requires eligible households to provide the full amount of rental arrears to the landlord within 15 business days of receipt of funds.

8) If I am a previous recipient of ERAP who only received 80% and/or 25% rental assistance, will I receive an additional payment from the County?

Tenants and landlords who received previous ERAP awards at 80 percent and/or 25 percent will be receiving a supplemental check from the County of San Diego, so that total assistance is equivalent to 100 percent of an eligible household's rental arrears and/or prospective rent for the period originally requested.

9) Would I qualify for rental arrear assistance for a unit I no longer occupy?

Yes, as long as you can demonstrate you have unpaid rental debt on the unit you no longer occupy.

10) If I live with a roommate, can we both apply?

Only one application per residence will be permitted.

11) Can I qualify for emergency rental assistance if I am receiving another form of rental subsidy, such as Section 8, rapid rehousing assistance, or rental assistance from non-profit agencies?

Households currently receiving rental subsidies such as Section 8, rapid rehousing assistance, or rental assistance from non-profit agencies may apply. The household must certify that the ERAP assistance requested does not duplicate any other assistance, including federal, state, or local assistance provided for the same costs. Duplication of assistance is subject to County verification.

12) What areas are covered by ERAP?

The County will serve individuals and families countywide except for those in the cities of San Diego and Chula Vista as those cities received funding to operate their own COVID-19 Emergency Rental Assistance

Program.

Areas Served: unincorporated areas of San Diego and the cities of Carlsbad, Coronado, Del Mar, El Cajon, Encinitas, Escondido, Imperial Beach, La Mesa, Lemon Grove, National City, Oceanside, Poway, San Marcos, Santee, Solana Beach, and Vista

13) Do I need to have my landlord's contact information when I apply?

Yes, you should have your landlord's name and phone number or email address at the application stage.

14) What are acceptable forms of verifications that should be submitted with my application?

- Applicants must submit a copy of any government-issued ID. If a government-issued ID is not available, a government-issued birth certificate, employment identification card, and marriage license/certificate will be accepted as verification of identity.
- If photo ID does not reflect current address, then applicant must provide a Copy of Photo ID with utility bill or lease that reflects your name and current address (address on application).
- Verification that reflects housing instability or at risk of experiencing homelessness such as, past due utility bill, rental bill or eviction notice.
- Income verification such as pay stubs for all household members working, unemployment verification, CalWORKs benefit letter, etc. should reflect a date of no earlier than the prior month of application submittal. SSI/SSA benefit letters dated January 1, 2021 will be accepted.

15) If I am chosen to receive the one-time grant, am I obligated to pay it back?

A tenant is not required to pay back the subsidy, it is a grant.

16) If I am a tenant with commercial rent, will I qualify?

The program only assists eligible applicants with housing rental assistance not commercial rent.

17) If I am a mobile homeowner with space rent, can I apply for the program?

Yes, the program will assist eligible mobile homeowners with space rent.

18) Are landlords able to apply on behalf of the tenant?

Landlords may apply on behalf of the tenant, but the tenant will be required to co-sign. Co-sign can be done directly by the tenant through the application portal or by written communications (including electronic) from the tenant acknowledging the application provided by the landlord.

19) If I have already been approved for emergency rental assistance, am I eligible to receive additional assistance?

If you have received assistance through a previous program, either through the County or another city, you can still apply to this program.

Applicants will be able to apply for any outstanding arrears from the period allowed. (April 2020 through the month of application submittal.) Any arrears already cleared/covered by previous programs would not be allowable.

20) When can I expect my application to be processed and payment to be disbursed if approved?

Applications will be prioritized for review based on several factors. Depending on where your application falls within the priority categories, it may take 2 weeks from when you applied for the County to make initial contact with you.

We may then request additional verifications and once those are provided the application will be evaluated. This process could take about one week.

We will then request information from your landlord and that too could take up to a week to gather and process.

Once the application is approved, it could take another two weeks for payment to be disbursed. Applicants are able to check their status on the online portal where they applied and will receive correspondence through the entire process from the County.

21) How are applications prioritized?

Federal and State Mandated Prioritizations include:

- Household income at or below 50% Area Median Income (AMI)
- One or more household members are unemployed as of the date of the application for assistance and have not been employed for 90 days from the date of application (household income must not be above 80% AMI)

The County has included the following as local prioritizations:

- Single-parent households
- Health Equity (using the lowest two quartiles of the Healthy Places Index or HPI to prioritize) Residents who live in areas that have less access to healthy opportunities



A Collection of Mental Health Resources

Student/Staff Wellness & Positive School Climate

Supporting School Communities in Challenging Times

STUDENT RESOURCES

A Young Person's Guide to Wellness

<u>Teen Guide to Mental Health & Wellness-</u> <u>English</u>

<u>Teen Guide to Mental Health & Wellness-</u> Spanish

Mental Health Resources BY Teens FOR Teens

Online Suicide Prevention Training for Ages 13 and Over



Click Here For More Information & Resources on Student/Staff Wellness & School Culture

STAFF RESOURCES

Helping Vulnerable Students Feel Comfortable with Online Learning

<u>Kids Need Schools to Continue Reporting</u>
Abuse During COVID-19 Crisis

Online Suicide Prevention Training for Middle & High School Staff



PARENT RESOURCES

Social & Emotional Strategies at Home During COVID-19

<u>Tips to Supporting Your Student's Virtual</u> <u>Learning at Home-English</u>

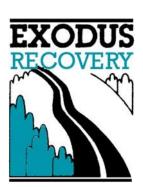
<u>Tips to Supporting Your Student's Virtual</u> Learning at Home-Spanish

Mission Statement

To bring the tools for the best possible quality of life to our clients.

Our concept of total health care incorporates the physical, emotional, and spiritual needs of each client.

Our programs strive to create an environment which promotes the dignity of all participating and to develop services maximizing clients' self-determination.



Exodus Recovery Mobile Crisis Response Team (MCRT)

550 W. Vista Way, Ste. #408 Vista, CA 92083 Phone (760) 758-1650 Fax (760) 758-1701

To access the MCRT call the San Diego County Access and Crisis Line:

(888) 724-7240

24 hour access telephone line to mental health services.

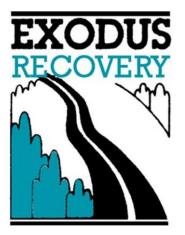
TDD/TTY Dial (711)



Funded by the County of San Diego, Health and Human Services Agency, Behavioral Health Services.







The Road to Recovery Begins with You!

To access services with the MCRT, contact San Diego Access & Crisis Line: (888) 724-7240

8:00 AM-6:30 PM, 7 days a week

For program inquires, contact (760) 758-1650

Exodus North Coastal Mobile Crisis Response Team

The North Coastal Mobile Crisis Response Team (MCRT) is a non-law enforcement mobile crisis intervention program for individuals, 18 years and older, residing in the North Coastal region of San Diego County who are experiencing a behavioral health crisis.

Each MCRT team consists of a Licensed Mental Health Clinician, Case Manager, and Peer Support Specialist. MCRT is dispatched through the San Diego Access and Crisis Line (ACL) (888) 724-7240. Requests for MCRT services are triaged by the ACL. Response times are approximately one hour, when a team is available.

MCRT provides crisis intervention in the community to address behavioral health needs, facilitate access to immediate care, and link the person to appropriate services.

Zip Codes Served

Carlsbad	92008 92009 92010 92011 92013 92018
Oceanside	92054 92056 92057 92058
Pendleton	92055 92068 92672
San Dieguito	92007 92014 92023 92024 92067 92075
San Dieguno	92091
Vista	92081 92083 92084

North Coastal MCRT offers comprehensive services to include the following:

- Community based intervention in an individual's home, workplace, or other locations for individuals experiencing a behavioral health crisis
- Crisis assessment and intervention
- Suicide and risk assessment and intervention
- Coordination with law enforcement as appropriate
- Coordination of care with existing treatment providers
- Linkage and referrals to community- based organizations and primary care
- Care coordination and followup with individuals postintervention by the MCRT team



North Coastal Mobile Crisis Response Team (MCRT) 550 W. Vista Way, Ste. #408 Vista, CA 92083 Phone (760) 758-1650 Fax (760) 758-1701

What is a Mobile Crisis Response Team (MCRT)? The North Coastal MCRT teams are comprised of a Licensed Mental Health Clinician, Case Manager, and Peer Support Specialist. The purpose of the MCRT is to respond to behavioral health crises and emergencies in the North Coastal region. The MCRT works collaboratively with the communities of the North Coastal region including mental health and substance use providers, hospitals, and local law enforcement to respond to crises where law enforcement is not necessary.

How the Mobile Crisis Response Team Helps? The MCRT will provide non-law enforcement crisis intervention to individuals experiencing a behavioral crisis in their home, or in the community and facilitate access to immediate care.

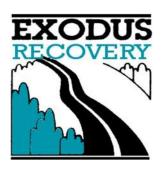
North Coastal MCRT offers:

- Crisis assessment and intervention
- Suicide risk-assessment and intervention
- Coordination with law enforcement as appropriate
- Transportation to appropriate level of care
- Linkage and referrals to behavioral health services
- Care coordination and follow-up post-intervention

How are referrals made to the MCRT? The Access and Crisis Line will triage the call to determine the most appropriate level of intervention and if clinically appropriate, will refer in real time to North Coastal MCRT.

To access services with the MCRT, contact the San Diego Access and Crisis Line: (888) 724-7240, TDD/TTY Dial (711)

Hours of operation for MCRT are 8:00 AM-6:30 PM, 7 days a week



North Coastal Mobile Crisis Response Team (MCRT) 550 W. Vista Way, Ste. #408 Vista, CA 92083 Phone (760) 758-1650 Fax (760) 758-1701

Who is eligible for North Coastal MCRT services? Individuals must be located in the North Coastal Region, be 18 y/o or older and experiencing a behavioral health crisis, a deterioration in level of functioning and/or unable to access traditional outpatient services.

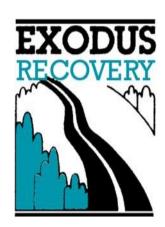
Who is ineligible for North Coastal MCRT services?

- Individuals who are not located in the North Coastal Region
- When individuals present as an immediate risk of harm to self and/or others requiring emergency intervention including when an active suicide is in progress.
- Individuals who present as aggressive/violent/threatening, posing a risk to staff safety or has a history of being aggressive with providers, PERT, and/or law enforcement.
- When individuals are in possession of firearms or weapons, currently engaging in criminal acts and/or under the influence of illicit substances known/suspected of impacting impulse control (e.g. meth, PCP, spice, etc.).
- When an individual describes a serious medical condition or is currently located in an unsafe area for MCRT to access and unwilling to relocate to safer area.

To access services with the MCRT, contact the San Diego Access and Crisis Line: (888) 724-7240, TDD/TTY Dial (711)

Hours of operation for MCRT are 8:00 AM-6:30 PM, 7 days a week

North Coastal	Zip Codes		
Carlsbad	92008	92009	92010
Carisbaa	92011	92013	92018
Oceanside	92054	92056	92057
Oceanside	92058		
Pendleton	92055	92068	92672
	92007	92014	92023
San Dieguito	92024	92067	92075
	92091		
Vista	92081	92083	92084





North Coastal MCRT is Funded by the County of San Diego, Health and Human Services Agency, Behavioral Health Services.